



Job Title: Sr. Account Manager

Reports to: Director Account Management

FLSA Status: Exempt

This role will serve as the primary relationship owner for an assigned group of brokers and accounts with the responsibility for retention and growth. Ensure C-Level clients receive maximum value from our services. Identify new opportunities from within existing accounts. Ensure a deep enough understanding of clients' individual experiences to head off potential issues before they become problems.

Job Responsibilities

- Respect for confidentiality and HIPAA guidelines
- Manage multiple accounts; develop positive working relationships with all client touch points
- Drive client retention, renewals, upsells and client satisfaction
- Work closely with Account Managers on day-to-day tasks
- Collaborate with internal departments such as Sales, Inside Sales, Analytics and Provider Relations
- Analyze and present Executive Summary Reviews
- Adhere to established processes and workflows
- Provide input on solutions for clients' needs
- Focus on ensuring we maintain superior customer service levels, operational excellence and strategic insight
- Maintain account activity within CRM system
- Travel monthly for on-site client visits
- Monthly client outreach
- Additional projects as assigned

Skills

- Project management and problem-solving skills
- Confident verbal and written skills, customer service skills and decision-making abilities
- Ability to work independently and remain motivated
- Consultative approach with clients
- Detail oriented, flexible, and strong organizational skills
- Ability to be a team player
- Responsible and professional demeanor

Advanced Medical Pricing Solutions (AMPS) provides market leading healthcare cost containment services for self-funded employers, public entities, brokers, TPAs, payers and many other entities. As we continue to grow, we look for driven professionals who share our core values. We take a "one team" approach to keeping clients satisfied and engaged with our products and services for the long-term.

Qualifications

- Bachelor's Degree preferred.
- Minimum 10 years' experience in healthcare industry
- Minimum of 10 years' experience in Account Management and/or Client-Facing role
- TPA and Broker experience preferred.

Physical Requirements:

- Indoor office environment with moderate noise
- Intermittent physical effort may include lifting to 25 lbs., walking, stopping, kneeling, crouching or crawling may be required
- Frequent sitting, use of a keyboard, reaching with hands and arms, talking and hearing approximately 70% of the time; 30% or less time is spent standing
- Normal vision abilities required including close vision and ability to adjust focus