

ACCOUNT SPECIALIST

ABOUT MYHEALTHDIRECT

MyHealthDirect is the leading provider of digital care coordination solutions, partnering with healthcare organizations to improve the patient experience, clinical outcomes and financial results through online scheduling and referral coordination. Our platform and services enable healthcare organizations to improve costs, outcomes, satisfaction and quality scores and, ultimately, the bottom line. MyHealthDirect is growing rapidly and seeking exceptional people to help us exceed our customers' expectations and to continue our growth.

ACCOUNT SPECIALIST

MyHealthDirect is seeking an energetic, outgoing, and entrepreneurial professional who isn't afraid to be on the front lines and to partner with the rest of the Account Management team to drive growth and remarkable client experiences.

Interested candidates must demonstrate a history of learning on the job, creative drive, and expanding responsibilities beyond job title. Please note that this is an entry-level position is based in our Nashville, TN-area office. While this role may participate in expansion efforts within established clients, this is not a sales role and it is not commission-based.

PRIMARY DUTIES AND RESPONSIBILITIES

- Work with others on the Account Management team to recruit, train, onboard, support, and manage clients and physician offices in their network on the MHD system.
- Managing day-to-day health, success, growth, and other aspects of assigned clients.
- Building relationships with clients to drive continual success and improvement.
- Monitoring progress through data reporting and analysis; presenting results internally and to clients.
- Building and maintaining project plans
- Strategizing report improvements and working with team members to automate them.
- Become an expert on the MHD tools to develop insights and address account management and client needs.
- Learn to identify new opportunities, develop strategies and execute expansion opportunities
- Learn to serve as an analyst across clients to develop recommendations for client and company growth.

QUALIFICATIONS

- Ability to grasp new concepts; to learn and get up-to-speed quickly
- Outgoing; not afraid to talk to lots of people on the phone or in person. Able to deal professionally and calmly with customers.
- Demonstrated relationship-building skills
- Strong attention to details
- Proactive; always figuring out what should be done, asking questions as needed, then doing it
- Proven work ethic, drive and determination. Dedication to your work and results; to getting it done and doing it right.
- Basic proficiency in Microsoft Office
- BS in business- or healthcare-related fields preferred, but not required
- Willing/Able to travel up to 25%

COMPENSATION AND BENEFITS

MyHealthDirect offers a competitive salary and benefits package that is commensurate with experience.

TO APPLY

Interested candidates should complete the application questionnaire at:
<http://surveys.myhealthdirect.com/s3/Account-Specialist-Questionnaire>

MyHealthDirect is an equal opportunity employer.