

Rochester RHIO Job Description

Email resumes to careers@grrhio.org

Job Title: Regional Account Manager

Reports To: Director of Community Services

Job Type: Full-time, Exempt

Summary: Responsible for carrying out Rochester RHIO's mission and vision to community partners, participants and stakeholders. Acts as primary connection between RHIO and community by developing and maintaining positive relationships with customers. Requires independent, self-motivated, and organized individual with the ability to execute and manage a variety of tasks with efficiency. Responsibilities include ongoing relationship management, training and support for accounts, engaging new business partners and participation in community events. Must organize, manage, and present both small and large group presentations and events. Works as part of a team through collaboration and participation in team activities. Functions as a second level support for Support Center during regular business hours and participates in on-call rotation after hours. Advocates for customer focus and service quality within the organization. Identifies and understands customers while reacting quickly and accurately to their needs by performing the following duties:

Duties and Responsibilities include the following. Other duties may be assigned.

1. Works with customers to address issues through troubleshooting or triaging customer issues for appropriate research.
2. Participates in on-call rotation.
3. Educates and trains customers on RHIO services, policies, and procedures.
4. Serves as a liaison between Rochester RHIO and customers by processing and activating RHIO services and facilitating effective issue resolution.
5. Pursues issues to complete resolution.
6. Understands the total needs of the customer and is action and result oriented in addressing customer issues.
7. Possesses knowledge of RHIO services and value to community consumers.
8. Manages sensitive information with a high degree of integrity and confidentiality. Responsible for consistent application of regulatory and accreditation standards and protocols when messaging.
9. Displays excellent presentation and interpersonal communication skills.
10. Maintains positive cooperative relationships through routine office visits (required to meet annual performance goals). In addition to routine office visits, Regional Account

Managers are responsible for routine and refresher training of RHIO services along with participation/presenting in community events.

11. Demonstrates an appropriate level of empathy, tact and diplomacy when dealing with others to create effective relationships both internally and externally.
12. Maintains professional demeanor in a potentially high stress changing environment.
13. Demonstrates superior active listening skills.
14. Exercises the patience required to gather all necessary information to ensure that relevant facts are considered before decisions are made or actions are initiated.
15. Identifies and separates customer issues and tasks by importance and quickly separates and prioritizes critical issues from those of less importance.
16. Maintains a clear sense of vision and direction.
17. Demonstrates flexibility in behavior and personal convenience to meet workload requirements and department needs.
18. Shares knowledge and expertise with peers and internal staff in order to meet team and company goals.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite, Salesforce, additional internet software, and database software.

Education/Experience:

Bachelor's degree (B. A. / B. S.) from four-year College or university preferred; four or more years related experience and/or training in account management, sales, healthcare, information technology; or equivalent combination of education and experience.

Certificates and Licenses:

Valid driver's license required, proof of auto insurance

Knowledge, Skills and Other Abilities:

- Project management
- Advanced computer skills
- Exemplary Interpersonal skills
- Negotiation skills
- Customer service skills
- Detail oriented
- Flexibility
- Time management
- HIPAA Compliance
- Advanced presentation skills
- Exemplary oral and written communication skills
- Knowledge in medical, healthcare, health IT terminology

Travel:

While performing the duties of this job, the employee is required to travel frequently. Must have access to vehicle and required to travel in all seasons. This may result in intermediate exposure

to outdoor weather conditions.

Risk Designation: Medium Risk. Employee has limited access to PHI, PII, company-confidential, or financial information without any ability to make changes to these data types.

Network Assignment: Alternate. Limited network access to systems containing PHI - Admin, Community Services, Finance, Legal, Travel.

Rochester RHIO is an equal opportunity employer, and celebrates diversity at its organization.

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