

JOB DESCRIPTION

Position	Client Account Coordinator
Reports To	Manager of Client Engagement
Status	Full-Time; Exempt
Location	Maine; Remote Work

POSITION OVERVIEW

The Client Account Coordinator position is responsible for addressing prospective client inquiries, guiding new client onboarding activities, and supporting existing client needs and use cases. In collaboration with Project Management and Client Engagement teams, the role will help sustain relationships at all points in the client management lifecycle by playing a critical role in pre-and post-contracting activities. The Client Account Coordinator must be a customer-focused, highly motivated team player with strong communication skills who can work to strengthen and nurture relationships with prospective, new, and existing Health Information Exchange (HIE) clients across Maine's healthcare community in order to ensure successful service and program delivery and communication.

POSITION DUTIES & RESPONSIBILITIES

Account Coordination

- Follow organizational procedures for new client inquiries, communicating contract components and onboarding process to ensure client understanding.
- Play a critical role in supporting the client onboarding process by acting as the initial point of contact in new client contracting activities and ensuring contract, invoice, and payment terms are in accordance with organizational procedures.
- Support the Project Management team in the technical implementation of the client onboarding process, ensuring that the client is satisfied throughout the process.
- Identify opportunities to convert view-only clients to bi-directional clients; identify barriers to conversion and communicate findings to internal teams for development of strategies to address related obstacles.
- Continuously monitor and reach out to existing clients to ensure ongoing satisfaction and fulfillment of evolving needs and use cases through routine engagement.
- Work with Project Management and Clinical Education teams in the release of key deliverables to clients and their end users as it relates to ensuring that the terms of the contracted scope meets the delivered work.
- Seek input from existing clients around project and product/service improvements; communicate findings internally to drive continuous improvements.

- Identify prospective clients to fill key gaps in HIE participation; assist in the development and procurement of new opportunities.
- Provide excellent customer service to all types of clients – prospective, new, and existing – and support the uniformity of customer service across the organization.
- Support organization-wide process improvement initiatives.

Outreach/Communications

- In collaboration with internal teams, devise and implement routine outreach and communication strategies to prospective, new, and existing clients to ensure continued satisfaction and growth of the HIE’s participant network.
- Guide, inform, and assist the Clinical Engagement team in developing specific content for communication and education materials and collateral, including HealthInfoNet Academy courses, Ambassador Program materials, Communication Package documentation, Stay HIN the Know webinar and media presentations, and other marketing and informational artifacts, as it relates to the use and understanding of HealthInfoNet’s products/services from a client relationship perspective.
- Review and provide feedback on communication materials and collateral prior to their release to clients and end users, engaging with individual clients to receive additional validation, evaluation, and acceptance of materials as necessary prior to their release.

EMPLOYMENT STANDARDS

Education

- Bachelor’s degree required

Experience

- At least 2-4 years relevant work experience in customer-facing role(s)
- Client services experience, preferably in a professional service setting
- Knowledge of healthcare systems and services (advantageous)
- Experience with technology systems and/or implementation (advantageous)

Skills

- Consultative customer service and strong interpersonal communication
- Strong organizational skills including attention to detail and ability to multitask
- Strong relationship building skills
- Strong written and verbal communication skills
- Proficiency in Microsoft Office 365 tools, including Microsoft Word, Excel, and PowerPoint; knowledge and willingness to learn internal CRM, CMS, video editing, and other related software required to build communication materials
- Ability to work both independently and collaboratively while maintaining a positive team culture

- Ability to work in a fast-paced environment and balance competing demands
- Ability to follow complex business and contracting processes
- Curiosity in technical applications and comfort with developing additional in-depth knowledge
- Sound judgement with a positive and professional demeanor

Other Requirements

- Valid driver's license for statewide travel
- Ability and availability to travel extensively to client and engagement opportunities
- Ability and availability to work/network from home