



## A Family of Companies



### JOB DESCRIPTION

<b>JOB TITLE:</b>	Strategic Account Manager			<b>COMPANY:</b>	CNECT 100%
<b>REPORTS TO:</b>	Zone Director				
<b>DIRECT REPORTS:</b>	N/A				
<b>STATUS:</b>	Exempt	Full-Time	<b>WORK COMP CLASS:</b>	8742	
<b>OUTSIDE</b>	50%	<b>SCHEDULE:</b>	<b>WORK CONDITIONS:</b>	Field-bases/Home	
<b>TRAVEL:</b>		7-7/M-F		Office	

*\*The pay range for California residents for this position is \$91,000-\$127,000, however, the actual base pay offered may vary depending on skills, experience, job- related knowledge and location. "To promote fairness and pay equity, we typically offer new hires salaries near the midpoint of our posted ranges."*

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified at any time, with or without advance notice, to meet the needs of the organization.

### JOB SUMMARY

This position is assigned to grow an existing book of business year over year. The Strategic Account Manager is aligned with multiple levels of decision makers within assigned accounts, ensuring member retention. Success for this position will be measured by the ability to retain product lines within assigned business, present new solutions, and engage in regular business reviews. The Strategic Account Member has a proven track record of influencing customers to improve internal processes, and present solutions tailored to members' unique needs. The Strategic Account Manager will provide an elevated level of service to CNECT members. The Strategic Account Manager ensures member satisfaction with current portfolio utilization and introduces new CNECT solutions. The Strategic Account Manager drives sales and satisfaction to achieve targeted revenue goals. This position works in conjunction with marketing, contracts, and our supplier partners. Additionally, this position contributes to other CNECT initiatives nationally, which may include: strategic accounts, national supplier initiatives, mentoring, and internal strategic planning. This position is also responsible for growing the existing member base through prospecting, recruiting, and onboarding new members. The overall revenue growth of the assigned region will be a mix of organic growth from existing members, and new member growth.

### ESSENTIAL JOB FUNCTIONS

- Execute a business strategy that includes a tactical plan for engagement of assigned accounts.
- Execute a business strategy for targeting and prospecting potential new members.
- Enroll referred and recruited new members to CNECT and understand their unique business needs.
- Provide executive reports of utilization, industry trends, and potential CNECT solutions.
- Develop positive working relationships with assigned members through presenting appropriate business solutions for members:
- Be known as a member advocate in territory, understanding short-term and long-term goals of assigned members.
- Pro-actively reach out to CNECT members to remind them of CNECT value, and promote CNECT-identified solutions
- Maintain consistent contact with members to identify their business needs and present program-specific solutions (products and services) that will result in the member's business improvement.
- Conduct business reviews to present business trends and opportunities to increase savings, expand contract utilization and penetration.
- Present program-specific solutions that will result in the member's business improvement.
- Become a member advocate: clarify, confirm, and resolve member issues as required to increase member satisfaction and ward off competitive threats.
- Work closely with and leverage marketing, and other sales and operations resources, to strengthen member relations leading to the identification and closure of additional program-specific opportunities.
- Utilizes Customer Relationship Management (CRM) to highest levels.
- Contribute to a work climate that facilitates a collaborative team environment.
- Expected 50% travel.
- Other duties, as assigned.

## **QUALIFICATIONS**

### **Skills**

- Effective oral and written communication skills.
- Strong consultative sales and recruitment skills
- Ability to build relationships and influence a variety of audiences at all levels of the Company.
- Strong business acumen and interpersonal skills.
- Strong organizational skills, with the ability to multitask and work on multiple projects with ease and efficiency, while meeting expected deadlines.
- Identifies challenges in managing urgency of projects with the ability to communicate issues before they arise.
- Exceptional team player and able to work professionally and collegially with others, including management, in a fast-paced environment.
- Actively researches more efficient business processes to save time and costs for the Company.
- Strong analytical skills and detail-oriented.
- Dedicated to member satisfaction, with the ability to effectively engage members and potential members via phone and email.
- Strong work ethic, while remaining composed and productive under stress.
- Ability to work independently in a fast-paced, autonomous environment.

- Strong computer skills, including proficiency in Microsoft Office and technical understanding of relevant databases/programs.

### **Education/Experience**

- Bachelor's Degree in Marketing, Business or other related field is required.
- 5+ years of B2B sales and customer service experience is preferred, with a proven track record of influencing customer behavior.
- Knowledge of the healthcare industry is preferred.

### **Geographical Location, Standard Business Hours, and Travel Requirements**

- Located in the assigned territory no more than a 60-minute radius to a major U.S. airport.
- Business hours are generally 8:00-5:00 PST.
- A minimum of 5% travel is required for staff development purposes.

### **PHYSICAL REQUIREMENTS**

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

### **HIPAA/COMPLIANCE**

- Maintain privacy of all patients, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent, or unlawful behavior or activity.
- Upon hire and annually attend HCP's HIPAA training and sign HCP's Confidentiality & Non-Disclosure Agreement and HIPAA Privacy Acknowledgment
- Upon hire and annually read and acknowledge understanding of HCP's HIPAA Security Policies and Procedures
- Adhere to HCP's HIPAA Security Policies and Procedures and report all security incidents to HCP's Privacy & Security Officer