Strategic Account Manager – Payer

Career Description:

Overall Summary

An Account Manager with 4+ years of healthcare experience capable of establishing credibility with senior health plan executives; understanding the inner-workings of health plans, and leading a successful telehealth program.

Core Job Duties

The Strategic Account Manager plays a key role in driving product adoption by:

- Understanding how telehealth aligns with the vision, mission, and goals of the client.
- Developing, measuring and modifying a successful "go-to-market" plan with the client.
- Positioning telehealth as a strategic initiative within the client's enterprise.
- Providing sales training and sales support to clients, as needed.
- Effectively leveraging American Well resources, such as: Marketing, Professional Services, and Senior Management, when necessary.

The Strategic Account Manager oversees implementation and management by:

- Following the configuration guidelines for a "standard implementation", whenever possible.
- Explaining configuration options and their technical and business impact to the client.
- Coordinating with Professional Services on building and maintaining the client website.

The Strategic Account Manager develops a reference-able client-base by:

- Ensuring that assigned clients are satisfied with American Well.
- Positioning each customer to support American Well Sales by providing references; case studies, speakers, press releases, and media interviews in support of American Well.

Qualifications

- Bachelor's degree, Masters preferred.
- A minimum of 4 years' professional experience within a health plan or payer organization.
- A minimum of 4 years client-facing experience as an Account Manager, Product Specialist, Marketing Manager, or similar position.
- Ability to think strategically and align client needs with American Well's solutions.
- Superior client relationship/account management skills and ability to be viewed as a trusted advisor.
- Demonstrated experience establishing and growing accounts at the senior level of an organization.
- Technical competency and the ability to oversee a cloud-based system implementation.
- Firm grasp of marketing concepts and communicating value propositions.
- Proven ability to handle stressful situations, multiple tasks, and deadline pressures.
- Strong problem solving skills with the demonstrated ability to identify research and make decisions based on the day-to-day and complex customer/prospect problems.

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- Outstanding presentation skills. Proven success in preparing and delivering presentations that convey information critical to the audience and adjusting to meet changing audience needs.
- Strong teamwork orientation; understands that clients best interests are served through smooth, seamless service delivery.
- Willingness and availability to travel ~ 25%.

To apply, please send your resume, along with a brief summary of your skills, experience and professional interest to jobs@americanwell.com and reference job title in subject line.

About American Well

Have you ever wanted to talk to a doctor online rather than take time out of your day to set up an appointment or wait in the emergency room? Have you ever wished that a 10 minute checkup or follow-up didn't require you to set aside two hours from your day? We are a web startup based in Downtown Boston offering a software service that facilitates online conversations between healthcare providers and patients. Our product is used by several regional health plans and hospitals to allow consumers to receive quality care online and provide physicians with an additional means to stay in touch with their patients.

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