

Account Manager - 1

Pay: \$50,000.00 - \$60,000.00 per year

Job description

The primary function of the Account Manager - 1 is to serve as an advocate for CRISP and act as a liaison among a variety of healthcare organizations working collaboratively to promote, implement, and support the onboarding and ongoing utilization of CRISP services. The Account Manager - 1 assists in the development and maintenance of business relationships that support the successful adoption and continued use of CRISP initiatives and programs.

Essential Duties and Responsibilities

- Conduct Health Information Exchange (HIE) outreach activities on behalf of CRISP.
- Support onboarding and implementation of CRISP services for assigned healthcare organizations.
- Serve as a point of contact for routine account inquiries and service utilization support.
- Perform administrative duties including account entry, account setup, contracting support, and onboarding documentation.
- Establish and maintain effective working relationships with healthcare organizations and key stakeholders.
- Schedule, coordinate, and facilitate meetings with healthcare organizations and partners.
- Represent CRISP and MedChi professionally when attending meetings, conferences, and events.
- Collaborate with internal teams to resolve issues, coordinate technical requests, and support customer needs.
- Assist with state-administered programs, including the Maryland Primary Care Program (MDPCP) and Episode Quality Improvement Program (EQIP).
- Travel locally as needed to support outreach, implementation, and stakeholder engagement activities.
- Perform other duties as assigned.

Salary and Benefits

Salary is commensurate with education, training and experience. This position would be a full-time, exempt FLSA status. MedChi offers health insurance, life & long-term disability insurance, flexible spending program, free parking and a 401(k) program.

Job Type: Full-time

Benefits

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Health savings account
- Paid time off
- Vision insurance

Experience

- Microsoft Office: 1 year (Required)
- Bachelor's degree in marketing, Business, or Healthcare Administration preferred.

Ability to Commute

- Baltimore, MD 21201 (Required)
- Work Location: Hybrid
- Work Location: In person

If you are interested in applying, please submit your resume to Barbara Fitzgerald at bfitzgerald@medchi.org.