



Account Manager, Management Consulting Practice

About Point-of-Care Partners

[Point-of-Care Partners](#) (POCP) is a leading management consulting firm assisting healthcare organizations in the evaluation, development and implementation of winning health information management strategies in a rapidly evolving electronic world. Our deep bench of domain experts provides consulting services to healthcare organizations on a range of issues critical to both business performance and improving care outcomes.

We are committed to the professional growth of all employees, and our culture is one of putting our families first and having fun while still working hard. On the leading edge of the evolution of health care, we are proud to be making a difference by helping companies put patients first and either operate more efficiently or increase revenue that can result in a more affordable healthcare system. We are also committed to giving back by supporting charitable organizations and providing in-kind services to standards development organizations.

The Role

As an Account Manager, you will work with management and consulting staff to acquire new customers and maintain and expand key customer relationships. Your primary responsibility will be to manage and lead the sales and proposal cycle: writing proposals, facilitating meetings and representing the range of consulting services to prospects and existing clients in writing, verbally, on video and in presentations. You will travel to trade shows and conferences, generally building and maintaining relationships and sometimes working in exhibits.

What You'll Do

- Management and key consultants serve as “rainmakers,” meaning that they identify opportunities with prospects and existing clients but need assistance from the Account Manager in working opportunities through to close of a contract. In accomplishing this objective, you will:
 - Manage the sales process from obtaining non-disclosures through working with consultants to get the right language and tone for the SOW deliverables to closing the deals
 - Take the lead in writing proposals appropriate for different opportunities
 - Follow-up with prospects to ensure that opportunities continue to move toward closure
 - Maintain and update a pipeline report for management
 - Report and analyze sales wins and losses

- Monitor progress of engagements and participate in meetings reporting progress of projects, assisting the consultants with client follow-up as appropriate
 - Work closely with consultants to identify and pursue follow-on engagements to recently completed projects
 - Reach out to clients on a regular basis to discuss client needs, satisfaction with POCP's work, and to share updates on POCP's portfolio
- The firm has been in existence for 15 years, and gets most of its business from past or current clients that are simply unaware of new services that the firm offers. Communicating such services to clients verbally, in writing or through presentations is a critically important part of this job.
 - The firm maintains a high profile in the industry, and puts a premium on business relationships. Maintaining those relationships is critically important as is listening for business problems and, in turn, articulating potential solutions.
 - Marketing is one of the firms' strengths. Helping with the message and providing follow-up will be part of the position responsibilities. Some of these follow-ups may be cold calls.
 - Initially, the position will not have a quota, there will be commission and bonus opportunities.
 - This is not strictly a sales role. The Account Manager will be expected to learn and understand consulting services over time, even to the point of participating in engagements as a consultant or interviewer.
 - This is the first step on a growth path of account executive, program manager, management consultant and general manager.

The Experience You'll Need

- The importance of strong business writing skills cannot be emphasized enough. An undergraduate degree in English, Journalism or Communications is preferred. A business degree with proven, extensive writing experience will be considered. Examples of key work will be required.
- A demonstrated ability to sell professional services in healthcare.
- Excellent verbal communications is a must-have and strong presentations skills are highly desired.
- At least 5 years' experience working for a healthcare stakeholder, particularly technology companies focused on diagnosis and decision, treatment and condition management and monitoring, an electronic health records (EHR) company or a health plan.
- Demonstrated strong organization skills.
- A self-starter.

Additional Information

This position is initially a part-time (~20 hours per week) telecommuting role with an opportunity to grow into full-time.

The company is virtual, but most executives are in the Eastern Time Zone. The successful candidate can be located and work anywhere in the continental U.S.