

Job Profile: Strategic Account Manager

eClinicalWorks is a privately-held, profitable company that focuses on establishing long-term relationships with customers. Our software is used by doctors and their staff in smallest to the largest set up in the USA. eClinicalWorks is a leader in ambulatory clinical solutions. Our solutions extend the use of Electronic Health Records (EHR) beyond practice (clinic/hospital) walls with the latest technologies and create community-wide records. Our core products are Electronic Medical Records (EMR) and Practice Management (PM). eClinicalWorks employs more than 5000 people across its locations. We are headquartered in Westborough, Massachusetts, USA. We also have offices in New York, Atlanta, Chicago, California, Mumbai, Ahmedabad and Bengaluru. We have a large infrastructure with many data centres across the USA. We are a product based company designing and implementing our own Software. We are very rapid in research & development and innovation in the HealthCare IT industry. We believe in providing growth to our employees within the company.

With customers across all 50 states using its solutions, customers include ACOs, physician practices, out-patient departments of hospitals, health centers, departments of health and convenient care clinics. Ten eClinicalWorks customers have received the prestigious **HIMSS Davies Awards** during the past six years, honoring excellence in electronic health record implementation.

Profile Overview:

This position is for **Strategic Account Manager** which will be dealing with the existing Clients of eCW and internal cross-functional team. The critical aspects of this job are to manage client accounts (accounts like hospitals/ clinics/ health centres/ out-patient departments of hospitals), customer relationship, expectations, strategic planning, analyzing, assessment and providing solutions within the estimated time frame.

Job Functions / Responsibilities:

- Manage client accounts and all its requirements within SLA
- Communicate timely and effectively with clients
- Coordinate with internal teams for client's requirements
- Follow up with clients and internal team for various updates on the task
- Maintain day to day reports on work status, achievements, dependency, etc.
- Set correct expectations with clients
- Handle critical issues and priorities accordingly
- Ensure task completion with client satisfaction
- Other duties as assigned

Skills Required:

- Bachelors or Masters Degree in any stream
- Sound experience in the areas of coordination and client relationship management
- Strong interpersonal and communications skills
- Excellent customer service orientation
- Strong analytical and problem solving skills
- Ability to think out of the box and take initiatives
- Ability to balance multiple priorities
- Ability to handle difficult situations
- Hardworking smart individual
- Eager to learn new things
- Excellent attitude and spirit of cooperation
- Basic understanding of technical skills