

**Title:** Account Manager

**Department:** Account Management Team

**Reports to:** Membership Manager

**Status:** Full-time or Part-time

### **About Vermont Oxford Network:**

Vermont Oxford Network (VON) is a nonprofit voluntary collaboration of health care professionals at over 1,300 hospitals and organizations worldwide, working together to ensure that every newborn infant and family achieves their fullest potential. VON member hospitals submit and use VON infant data to identify ways to improve infant care and to drive quality improvement programs. Ranked as one of the best places to work in Vermont by the Best Companies Group, VON values innovation, creativity, and respect for every team member.

### **Job Summary:**

The Account Manager is the primary contact for VON member hospitals that submit data year-round to VON infant databases. Account Managers work with member hospitals on all aspects of hospitals' day-to-day interactions with VON, including:

### **Responsibilities:**

- Guiding new member hospitals through the establishment of their infant data collection processes
- Ensuring that key contacts at member hospitals are identified and maintained
- Supporting member hospitals' installation and application of data submission, reporting, and user administration tools by providing instruction and resolving technical or process issues
- Regularly reviewing hospitals' infant data submissions to ensure that they are complete, on time, and accurate
- Working with member hospitals to identify and correct data errors, including helping members understand definitions of VON infant Data Items
- Coordinating member hospitals' completion of the end-of-year data finalization process
- Educating members on using VON infant data for quality improvement
- Encouraging members to participate in VON opportunities for education and collaboration

- Assisting in the development of FAQ documents and data collection forms and instructions
- Participating in user acceptance software testing
- Working collaboratively with other VON teams and departments

#### **Position Requirements:**

- Superior troubleshooting, critical thinking, and problem-solving skills
- Strong customer service orientation
- Ability to connect with people
- Attention to detail
- Ability to present ideas and solutions in user-friendly language, both verbally and in writing
- A proactive approach when suggesting process improvements
- Openness to change
- Ability to learn new concepts and terminology (i.e. medical terms)
- Computer skills, including Microsoft Office, and the ability to learn new applications
- Experience with issue tracking and management software
- Ability to effectively prioritize and execute tasks
- Experience providing technical support for mission-critical software applications
- Ability to distinguish previously identified and new issues
- Ability to reproduce technical issues identified in the field, analyze root causes, and recommend solutions

#### **Education & Experience:**

- College diploma or university degree and/or three or more years of experience providing end-user technical support

#### **Work Conditions:**

- 40-hour **on-site** work week
- Overtime hours may be required to meet project deadlines
- Sitting for extended periods of time
- Desk may be located in a private cubical/office or an open office space