

**Title:** Account Manager  
**Department:** Account Management Team (Operations)  
**Reports to:** Member Services Manager  
**Status:** Full-time

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

Vermont Oxford Network (VON) is a nonprofit voluntary collaboration of health care professionals at over 1,400 hospitals and organizations worldwide, working together to ensure that every newborn infant and family achieves their fullest potential. VON member hospitals submit data on their Neonatal Intensive Care Unit (NICU) patients and receive benchmarking reports and analysis from VON to identify ways to improve infant care and provides quality improvement and education programs designed to aid our members in improving their patients' outcomes. Ranked as one of the best places to work in Vermont by the Best Companies Group in 2018, VON values innovation, creativity, and respect for every team member.

VON is an Equal Opportunity Employer and welcomes candidates for employment who will contribute to our diversity.

**VON requires employees to be fully vaccinated for COVID-19.**

### **Job Summary:**

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

- 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 use 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
- 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
- Ability to learn new concepts and terminology (i.e. medical terms)
- Effective communication skills
- May require traveling domestically for our Annual Quality Congress

### **Work Environment**

In the spring of 2020, due to the COVID-19 pandemic, VON staff transitioned from working in VON's Burlington, Vermont office to working remotely 100% of the time. The health and safety of VON's staff remains our top priority and the VON Leadership Team is currently developing plans and policies to ensure a safe return to the office for collaborative work in July of 2022. All VON staff may choose to continue working remotely until July 2022. We anticipate at that time, assuming it is safe to do so, VON teams will employ a hybrid mix of remote and in-office work for all employees. Plans for July 2022 and beyond are not yet finalized. Let's talk about your preferred work environment and how that aligns with VON's future direction.

### **To Apply**

Please email both a cover letter and resume to [jobs@vtoxford.org](mailto:jobs@vtoxford.org) with the job title in the subject line by November 19<sup>th</sup>.