



## **ACCOUNT MANAGER: New York**

Department, Client Services

### **Description**

This hands-on position will support the implementation and ongoing customer service of Sentry Data Systems in disproportionate share hospitals (DSH) and Federally Qualified Health Centers (FQHCs).

The position will serve as liaison between Sentry and the network of the DSHs/FQHCs to ensure that the program is running efficiently, effectively and in compliance with the requirements of the program. Working with Sentry and DSH/FQHC personnel, the position will build a hospital's leadership.

Duties will include managing tasks, projects and plans for multiple DSHs/FQHCs simultaneously while meeting designated deadlines and standards.

### **Primary Functions**

To perform this job successfully an individual must be able to perform each essential function satisfactorily.

- Managing of the day-to-day operational, planning and development aspects of on-going regional efforts.
- Assisting Sentry Data System's implementation process with frequent written reporting of management efforts and project plans.
- Working closely with DSHs'/FQHCs' internal project leader to ensure an on-time implementation
- Independently managing each DSH/FQHC timeline and implementation specific tasks.
- Conducting trend analysis and projections for each DSH/FQHC with assistance of Senior Account Manager.
- Working with DSH/FQHC entity and internal departments on communication and marketing plans
- Maintaining and monitoring strong relationship between DSH's/FQHC's leadership and Sentry.
- Implementing successful DSH/FQHC client relations including satisfaction surveys, development activities, education sessions and special events.
- Developing short-and-long term goals that meet established objectives and contributing to the overall goals and mission of DSH/FQHC and Sentry Data Systems
- Being proficient in Datanex technology in order to troubleshoot questions or problems that may arise at DSH/FQHC sites
- Supporting contract pharmacies for Sentrex product
- Working closely with the Senior Account Manager, and as needed, with the Vice President of Client Services to reach agreed upon operational efficiency targets
- Performing other duties as assigned
- Travel required (25- 50%)

**[www.SentryDS.com](http://www.SentryDS.com)**

Phone 800.411.4566

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## **Qualifications**

- Minimum 3 years of experience in pharmacy and/or hospital environment.
- Strong knowledge of health care/hospital environment and/or 340B Program
- Design and plan training seminars for DSH/FQHC entities
- Excellent organizational skills with attention to detail
- Demonstrated ability to lead people and get results through others
- Ability to organize and manage multiple priorities, including demonstrable experience in work flow management systems and/or service delivery
- Ability and willingness to work in a fast-paced, demanding, and unstructured environment
- Demonstrated problem solving, analysis, and resolution at strategic and functional levels
- Proven customer service orientation with exceptional interpersonal and communication skills
- Functional understanding of online technology
- Ability and availability to travel for job-related activities as necessary
- Good oral/written communication skills.
- Effectively use reports, and other analytical tools to help the Vice President of Client Services target efforts for maximum program results.
- Communicate effectively and diplomatically with pharmacy and DSH/FQHC staff as well as with Sentry personnel.

## **Education/Experience**

Bachelor in Arts or equivalent combination of related experience. Experience with a customer service and account management, in the health care field.

## **Technical Knowledge**

Good oral and written communications including familiarity with Microsoft Office (Word, Excel, and PowerPoint). PC, printers, computerized voice & e-mail systems.

## **Working Traits**

Ability to communicate with Supervisor in order to prioritize workload and determine priorities. Subject to changes in schedules

## **Personal Characteristics**

- Ability and availability to travel for job-related activities as necessary
- Good oral/written communication skills.
- Effectively use reports, and other analytical tools to help the Vice President of Client Services target efforts for maximum program results.
- Communicate effectively and diplomatically with pharmacy and DSH/FQHC staff as well as with Sentry personnel.

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