



Job Description

Job Title: Account Specialist

Location: Fishkill Office

Employment Status: Regular, Full-Time

Reports To: Sr. Account Manager

Salary: 30-33k

About HealthlinkNY:

HealthlinkNY is a Qualified Entity (QE), funded by the New York State Department of Health (NYS DOH), which operates the health information exchange (HIE) as well as population health improvement programs (PHIP), supports healthcare delivery reform (DSRIP) and fosters collaboration among public and private health plans for an 13 county region spanning the Hudson Valley, Catskills, and Southern Tier of New York. The HealthlinkNY HIE offers electronic access to patients' community-wide health records and serves as the region's access point to the Statewide Health Information Network of New York (SHIN-NY), supporting collaboration between healthcare providers across the state.

Nature and Scope of the Position:

Responsible for assisting Sr. Account Managers in identifying and engaging new participants for the Health Information Exchange (HIE). Responsible for training HIE users and fostering positive long-term relationships with participants. Collaborates with all departments within HealthlinkNY to support Sr. Account Managers activities.

Main Responsibilities:

- Assists in the completion of administrative tasks related to Sr. Account Management responsibilities.
- Assists Sr. Account Managers in ensuring HIE participants complete all training requirements.
- Responsible for the organizing, scheduling, and tracking of Sr. Account Manager's activities.
- Ensures accuracy and completeness of information for all participants in HealthlinkNY's Salesforce, Smart Sheet and SharePoint databases.
- Provide on-going customer service and relationship maintenance with HIE participants including evaluating and reporting participant compliance and identifying opportunities for additional services.
- Coordinates with Supervisor of Training and Development to ensure all training material and documentation are updated and compliant with New York State Department of Health requirements.
- Performs participant outreach and engagement activities, including participating in and presenting at industry networking events.



- Other duties as assigned

Education:

- Associates degree in relevant field or job experience required
- High School Diploma

Experience:

- Must be a self-starter, highly organized, and able to work well with employees at all levels of an organization
- Must possess strong customer service skills
Excellent oral and written communication skills required
- Proven experience in presenting to all levels of an organization
- Strong Microsoft Office and Windows-based computer application skills required
- Background or knowledge of health information technology a plus
- Experience in or familiarity within a healthcare setting desired
- Background in sales and communications preferred

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee may occasionally lift up to 10 pounds.

HealthlinkNY is committed to the fair and equal employment of individuals with disabilities under the Americans with Disabilities Act (ADA). It is HealthlinkNY's policy to provide reasonable accommodation to individuals with disabilities who are qualified for the job in question unless the accommodation would impose an undue hardship on the organization.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



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How to Apply:

If interested in applying for this position please email resume and cover letter to info@healthlinkny.com