



healthlinkny
Your link to Statewide Health Information

Job Description

Job Title: Outreach Specialist

Location: Remote

Employment Status: Regular, Full-Time

Reports To: Senior Account Manager

About HealthlinkNY:

HealthlinkNY is a Qualified Entity (QE), funded by the New York State Department of Health (NYS DOH), which operates a health information exchange (HIE) as well as population health improvement programs (PHIP), supports healthcare delivery reform (DSRIP) and fosters collaboration for a 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. For more information, please visit www.healthlinkny.com.

Nature and Scope of the Position:

Results-driven team member that to actively seeks out and engages prospective members of the HealthlinkNY HIE in pursuit of signed participation agreements. The types of entities targeted will include all levels of community health care providers and large healthcare systems that are within the 7-county region spanning Sullivan, Ulster, Dutchess, Orange, Putnam, Rockland, and Westchester Counties. The Outreach Specialist will take direction from the Senior Account Manager on which prospective entities to pursue.

Main Responsibilities:

- Establish, develop, and maintain positive business and participant relationships.
- Achieve agreed upon performance targets and outcomes within a specified timeline.
- This is a travel intensive role requiring travel throughout the Catskills and the Hudson Valley.
- Comfortable with turning cold calls into warm leads.
- Maintain documentation of activities in Salesforce.
- Coordinate efforts with team members and other departments.
- Provide on-going customer service and relationship maintenance with HIE participants including evaluating and reporting participant compliance, usage statistics, and identifying opportunities for additional value-add services.
- 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.
- Excellent knowledge of Microsoft Office suite.
- Highly motivated and target driven with a proven record of accomplishment in a sales role.
- Excellent selling, communication, and negotiation skills.
- Must be skilled in prioritizing tasks and time management.
- Ability to create and deliver presentations tailored to the audience needs.
- Relationship management skills and openness to feedback.
- Background or knowledge of health information technology a strong plus.
- Familiarity with CRM tools (Salesforce experience is a plus).

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.

How to Apply:

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