



## Talksoft Corporation

**Job Title: Account Manager**

**Salary plus medical, dental, and vision benefits, paid time off, 401k and potential commission**

**Contact:**

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Talksoft Corporation

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**Company Information and Culture:**

Talksoft ([www.talksoftonline.com](http://www.talksoftonline.com)) is a leading provider of reminder and messaging services engaging patients in the healthcare industry, and a wholly owned subsidiary of [RevSpring Inc.](#) Our core focus is harnessing the latest technology to create messaging services that provide value and efficiencies to the business community. We are a dedicated, dynamic, and close team with exciting projections for continued growth and success.

***Our company culture emphasizes a life/work balance. Our supportive, refreshing, and rewarding environment enables individuals to operate at their best, achieve great results, and contribute to the success of Talksoft. We honor and respect the individual's talents, skills, and approach. Our goal is that work is not just a job-- it is applying what you like doing to a value-added cause where everyone profits.***

**Position Purpose & Description:**

Talksoft is a fast-growing company looking for an individual who would be a good fit with our culture and has the skills and desire to excel in the Account Management role.

Account Management is a critical role for the success of Talksoft. We pride and differentiate ourselves on our customer service, to which our customers attest (<http://www.talksoftonline.com/review.shtml>). We have a very satisfied and pleasant customer base.

We define Account Management as the owner of an account after the lead becomes an initial customer. The Account Manager will be responsible for implementing the customer's service(s), ongoing quality assurance of the account, managing the troubleshooting of issues, and engaging with the customer for additional services.

The purpose of this position is to ensure these customers have the attention that is required for them to have a successful experience with Talksoft.

Other tasks include documenting troubleshooting information, assisting with onboarding and training of new customers, and recommending / implementing enhancements benefiting customers and the company.

As a growing and dynamic company, we are excited about the involvement and value this position contributes to the organization. This role is vital to providing feedback to the company and sustaining the 'above-and-beyond' customer service that we offer. Our hope is that Talksoft can be a place to fuel your personal and professional development. We expect you to find areas of opportunity that can benefit both you and Talksoft and expand your role to contribute to that growth.

**Job Responsibilities:**

**Implementation Management** – Once Sales has sold the account, the Account Manager will be responsible for

managing the implementation of the account to get it up and running. You will run a project team consisting of Sales, IT, and the customer to carry out the implementation steps. You will remain primary contact for the customer after activation and facilitate ongoing needs for them.

**Quality Assurance-** You will carry out daily quality assurance steps ensuring your accounts are performing optimally and SLAs are being met. You will work to prevent and/or initiate tickets to issues or potential issues. You will contribute to and maintain QA reports.

**Customer Support-** You be the point of contact for your accounts. They will reach out to you for additional sales, support issues, questions/concerns. You will do as much troubleshooting as you can before engaging other departments for support including Sales, L2 Support, Management.

**Relationship Management & Consulting Services-** You will act as a patient engagement consultant with your accounts learning about their patient engagement needs, their company setup, and determine and present meeting their needs with our services and/or our extended services. You will offer relevant additional services and earn a commission for services added. You will take the opportunity to learn of other offices of the account that may benefit from our services or if they are changing any part of their business that may impact our relationship.

**Team Support** - Since you will be involved in a **variety** of different business aspects, working well with other team members and enjoying group interaction is required. Being able to **organize** and **understand** team member roles is essential in having an efficient business. Summarizing and capturing trends you are seeing with accounts to recommend to Talksoft for future development and relevancy is vital.

**Skills/Qualifications:**

- **Must have** excellent account management skills. **Generally requires** 2 -4 years of job-related experience; or an equivalent combination of education and experience.
- **Must have** excellent analytical/troubleshooting skills.
- Ability to multi-task, prioritize tasks, and be detail-oriented.
- Must be a quick and eager learner.
- Possesses technical aptitude (computer navigation, understanding of standard software).
- Relationship Management experience.
- Experience in account on-boarding is preferred.
- Has a friendly, patient, and positive attitude.
- Excellent email and phone mannerisms.
- Good interpersonal, organizational, and verbal/written communication skills **are required**.
- **Must be** customer focused and display professional behavior.
- Has entrepreneurial approach, ownership attitude.
- CRM/ticketing experience preferred.
- Project Management experience.
- Healthcare experience is preferred but not required.