



ComplQ Solutions – Career Opportunity

VP, Client Services Account Management

Primary Location: Remote – United States
Job Category: Client Services/Account Management

PURPOSE and OVERVIEW

ComplQ Solutions is seeking an VP, Client Services Account Management. This position is responsible assessing and managing the risk associated with clients, as well as meeting and exceeding client and company goals for each account, targets, and objectives. This position is responsible for client retention by maintaining executive- and senior-level relationships and identifying additional new growth opportunities with existing clients. Acts as outward-facing, dedicated resource for assigned accounts, typically with direct client contact and large or complex accounts. Builds relationships with employer/group clients and serves as the primary point of contact for overall and day-to-day service delivery. Represents client internally and coordinates with other functions to implement client systems, complete projects, and address ongoing service needs. Works closely with sales on renewals and upselling, but incumbents do not have specific sales goal accountability or primary responsibility to close sales. In addition, they are responsible for managing and supervising all client service account management operations and employees and serve as a customer escalation point of contact within the client services account management group.

DUTIES AND RESPONSIBILITIES

- Owns and drives client retention and satisfaction and serves as voice of the customer
- Provides leadership to the client services account management organization, and counsel to the CEO and President, in implementing customer and growth objectives that appropriately reflect business goals.
- Responsible for managing client retention and customer satisfaction goals and metrics as well as managing departmental budgets as defined by the annual operating plan (AOP)
- Hires, trains, develops, and manages a high-performance team focusing on new customer acquisition and retention of valued clients.
- Develops a metrics/customer/market-driven culture in accordance with our overall company culture and priorities.
- Accountable for the management of all client queries and issues within the organization
- Partners with CEO and other Leadership Team members to identify opportunities for client support process improvements and design. Facilitates successful implementation of new programs through the organization. Fosters an organization of continuous process improvement.
- Serves as a voice of the customer in collaborating closely with the Leadership Team to understand company, technology, and product strategy. Recommends changes and enhancements to the current platform.
- Works closely with the sales team and leader to help properly define client expectations and support methodologies to ensure overall organizational success.
- Ensures customer and growth-related reports and other internal intelligence is provided to the CEO. Develops new reporting tools and dashboards as needed.
- Works with leadership in prioritizing training objectives for client management, retention, and client services.



- Working with CEO, President, Accounting/Finance and Human Resources, designs compensation programs that provide market-competitive pay, reinforce organization strategy, and align with the business, retention objectives. Establishes compensation program rules, policies, and procedures.
- Responsible for recruiting, training, and coaching team

Required Qualifications:

- Bachelor's degree required in Business or similar equivalent experience
- 10 or more years of senior client relationship or customer service experience within a business to business environment, pharmaceutical and/or healthcare experience is preferred
- Proven leadership and mentoring skills
- Self-sufficient and self-motivated with the ability to independently manage major clients
- Leader of cross-functional project teams across the organization
- Creative thinker with analytical skills
- Ability to collaborate effectively at all levels and functions
- Applied understanding of technical issues and processes
- Demonstrated problem-solving skills
- Ability to determine staffing needs within the account team and extended teams
- Ability to project manage and provide pro-active communication with all internal key stakeholders from start to completion of a client-service event
- Exceptional communicator with strong written, presentation and verbal communication skills
- Excellent interpersonal skills; able to interact at all levels with clients and the organization
- Occasional Travel required

ABOUT COMPIQ SOLUTIONS

ComplIQ Solutions is a software and full-service provider focusing on the property and casualty medical bill review market. We provide an end-to-end solution for our clients leveraging our proprietary technology and software platforms in the delivery of our solutions and services. We focus our efforts on our three key stakeholders, in this order: 1) Clients; 2) Colleagues; 3) Company.

ComplIQ Solutions provides our full-time team members with the below benefits:

- Fair and Competitive Salary
- Paid Vacation Time
- Medical, Dental, and Vision Insurance
- Short-Term and Long-Term Disability Options
- Company sponsored Life Insurance
- 401k Plan (4% company match after six months of employment)
- Health Spending Account (HSA) and Flexible Spending Account (FSA) Programs

ComplIQ Solutions is an Equal Employment Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.



HOW TO APPLY:

Interested candidates are required to submit an updated cover letter and resume to the ComplIQ Solutions Corporate email box at: ComplQCorp@ComplQsolutions.com