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Account Director – West Territory

Position Overview

The Account Director – West Territory is passionate about cultivating and fostering authentic relationships with Client Partners. This role is responsible for working collaboratively with the client team and colleagues to focus on day-to-day client activities and the submission of high-quality candidates for all client opportunities. The ability to prospect (via email, phone, and industry events), develop, and close business while focusing on the clients' requirements are fundamental to success in this role.

The Account Director actively contributes to our culture of belonging, where everyone feels welcome and supported. In addition, this person embraces Evergreen's goal of being the "Best Place to Work" through building relationships, working collaboratively, and embodying our company's values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).

The person in this role is a key team member in the Client Team and reports to the Account Executive. Work can be done either in-person in our Middleton, WI office, fully remote, or hybrid.

Essential Functions

Relationship Management

- Establish a strong and genuine relationship with clients. Demonstrate commitment to each relationship by conducting frequent check-ins and being responsive to their needs.
- Effectively plan work, communicate changes, and troubleshoot problems, assuring that Evergreen meets or exceeds all client commitments.
- Ensure open communication with client hiring managers by meeting at least biweekly to receive their feedback on consultants' work.
- Work closely with the Consultant Engagement team to ensure an easy and efficient talent acquisition process. This may include, but is not limited to, submitting resumes within 24 to 48 hours after receiving need from client, working with client hiring managers to solidify offers and/or extensions, and serving whatever function is needed to move a given project forward.
- Collaborate with the Engagement team to drive consultant retention by initiating bi-weekly meetings with Consultant Engagement Directors about work, quality extensions, and new opportunities.
- Responsible for the submission of quality consultant partners who meet the client's needs.
- Build and maintain relationships with consulting partners.
- Plan and execute trips to visit client partners in their city, at least 1-2 times per year.
- Maintain client records by documenting notes and data accurately in CRM.

Business Development

- Develop an understanding of Evergreen solutions and services.
- Manage and coordinate lead and opportunity cycles to ensure client needs

Hiring organization

Evergreen Healthcare Partners

Employment Type

Full-time

Job Location

6720 Frank Lloyd Wright Ave,
Middleton, WI

Remote work from: USA

Valid through

01.08.2024

are met and deliverables adhere to our brand promise.

- Successfully communicate Evergreen's mission and story to prospective clients.
- Grow Evergreen's footprint by leveraging your professional network.
- Find creative ways to engage with clients to identify new contacts and opportunities.
- Leverage industry events, conferences, and communications to grow new business and follow industry trends.
- Serve as leader of all work efforts to respond and complete client RFP, RFI, and RFQs, focused on delivery of content and quality.
- Prepare weekly and monthly client account plans to define and track your work, your outreach efforts and onsite travel planning.
- Serve as a leader of the client team and, as such, provide a client-oriented perspective for decision-making, vision-building, and strategic guidance in all areas within Evergreen.
- Review business documents such as Statements of Work (SOWs) and proposals for solutions and service offerings.
- Lead and participate in business development, team meetings and client meetings by following up on tasks and sharing updates as needed.

General

- Uphold Evergreen's mission (Create authentic partnerships that improve healthcare) and values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).
- Cultivate meaningful relationships across Evergreen and with external partners.
- Embrace radical candor by developing relationships across Evergreen and providing direct feedback and recognition at all levels.
- Communicate in meetings, one-on-ones, and daily interactions with clarity, purpose, and respect for the individuals involved in the discussion.
- Participate in or lead cross-functional projects.
- Coordinate and support company-wide programs and special projects.
- Serve as subject matter expert for your team and role.
- Support colleagues and Evergreen's growth by participating in hiring, onboarding, ongoing training, and other duties as assigned.
- Participate in the development, documentation, and improvement of processes, procedures, and policies, in alignment with Evergreen's mission and values.
- Assist and back up other colleagues when necessary.
- Embrace change as Evergreen scales systems and processes.
- Attend Evergreen's in-person annual retreat one time per year.

Qualifications

Required Qualifications

- Minimum 5 years' experience, preferably in a healthcare IT
- Prior experience implementing, training, or supporting healthcare IT software.
- Demonstrated ability to successfully present to and work with senior-level client contacts.
- Exceptional client relationship skills and business acumen.
- Experience managing, mentoring, and supporting professional development opportunities for junior team members.
- Intermediate knowledge and experience using Microsoft 365 products: Word, Excel, PowerPoint, Teams, and Outlook, along with experience using CRM software and other relevant software applications.

- Excellent interpersonal skills with the ability to manage sensitive and confidential information with professionalism and diplomacy.
- Ability to establish and maintain effective working relationships with diverse groups of team members, managers, and vendors.
- Demonstrated commitment to put forth consistent effort and successfully complete assigned tasks in a timely manner without sacrificing quality.
- High attention to detail, including strong time management, analytical, organizational, and active listening skills.
- Ability to contribute to a positive working environment.

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.

Salary Range

\$ 93,800 - \$ 160,000, depending on experience, in addition to a comprehensive benefits package.

Work Hours & Travel Requirements

Core work hours are 9am-5pm CST and most of our internal meetings take place during this window. Work may occur outside core business hours while on business travel or to address urgent client needs. Occasional domestic travel up to 25%. If remote, travel might include bi-annual visits to Evergreen's headquarters in Middleton, Wisconsin.

Physical Demands

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 15 pounds at a time.

Work Authorization Requirements

Evergreen is interested in every qualified candidate who is eligible to work in the United States. However, we are currently unable to sponsor work visas. At this time, candidates must reside in the U.S. to be eligible to work at Evergreen Healthcare Partners.