Sales Support Manager

Overview
The Sales Support Manager reports to the Vice President of Sales and Consulting. The Sales Support Manager collaborates with CORHIO internal teams to support sales operations. The Sales Support Manager supports the Sales Team processes and tools required to lead a prospect from inquiry to becoming a satisfied client. The Sales Support Manager also helps maintain relationships with the client following the implementation process to ensure long term client satisfaction with current and possible future service delivery. The Sales Support Manager produces reports to support forecasting and sales team performance tracking. This position is actively engaged with Salesforce.com (SF) processes and integration with customer support (e.g. Agiloft) and project management (e.g. Jira) tools. As the Sales Team identifies new prospects, the Sales Support Manager will help create new opportunities, secure customer agreements and represent customer needs through the implementation process of those new opportunities.

Responsibilities
This position will leverage CORHIO sales and marketing processes and tools to support contracting clients to implement health information exchange services from CORHIO. The Sales Support Manager works with the Vice President of Sales and Consulting and other CORHIO leadership and staff to facilitate community discussions to advance HIE and sign up individual clients to receive HIE services that best meet their needs.

Responsibilities include:
1. Supporting the planning and implementation of campaigns to meet CORHIO sales goals and objectives.
2. Execution and tracking of sales campaigns, including contract templates, CRM configuration, organization, contact and opportunity creation in SF, and reporting.
3. Support sales team account management including communication and following up on contracts.
4. Maintaining SF reports to support sales operations and other CORHIO teams.
5. Leading contract standardization and automation initiatives with Sales and Finance teams.
6. Comfort explaining several use cases for current CORHIO products.
7. Building relationships with existing customers and maintain contact on a minimum quarterly basis with all assigned customers.
8. Supporting management and reporting on development and account management funnel, including use of Salesforce.com for activity tracking and reporting.
9. Creating presentations and collaborate with marketing/communications to define messaging and materials.
10. Demonstrating HIE application in small group and large group settings, via webex and in person.
11. Helping resolve any issue raised promptly by troubleshooting and efficiently using internal resources.
12. Providing support for conferences, partner events and CORHIO sponsored events, attending events as necessary.
13. Understanding use cases for products that are being built through the product development process.

Success Factors
- Ability to excel in an entrepreneurial, fast-paced, diverse, results-oriented culture.
- Comfortable with changing priorities and evolving processes. Willing to proactively assist in development of best practices for the longer term.
- Work in collaboration with other CORHIO team members to ensure alignment across CORHIO.
- Adaptable, flexible, creative business thinking attributes are critical.
- Excellent verbal, written, and interpersonal communication skills.
- High energy, positive, can-do attitude and attention to detail.
- Strong initiative with solid work ethic and a willingness to roll up sleeves and do what it takes.
- At ease with ambiguity.
• Demonstrated ability to make sound decisions with limited information.
• Assertive, results- and success-oriented self-starter, with excellent project management skills.
• Highly developed multi-tasking skills.
• Team player with all CORHIO staff and community.
• Strong sense of personal responsibility in achieving CORHIO’s goals.
• Experience with CRM systems a plus.

**Skills/Qualifications**
• 2+ years sales or account management with physician practices; preferably in healthcare IT or with a clinical background
• Bachelor's degree in business, health care management, information systems or a related discipline
• Prior experience using Salesforce required. Must be highly proficient in working with Salesforce including understanding Salesforce processes and running reports.
• Excellent communication, influencing and partnering skills at all organizational levels
• Demonstrated critical analysis and strategic planning capabilities
• Understanding of clinical workflows
• Experience with E.H.R. software systems
• Understanding of RHIOs and the HIE landscape, including functionality, technology (HIT) and policy
• Commitment to CORHIO mission and strategic direction
• Passion for improving healthcare
• Valid driver’s license

**Work Environment**
Typical office setting; the CORHIO office is in Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive South.

**Total Compensation**
Competitive salary and benefits package. CORHIO’s benefits package includes an annual cafeteria plan allowance that allows employees to elect various offerings and tailor the plan to best suit their personal needs. CORHIO employees are eligible to participate in the company’s 403b plan. In addition, employees are provided annual Personal Time Off, Short and Long Term Disability, and Life Insurance. NOTE: No relocation monies are available

**To Apply**
E-mail resume and salary expectations to hiring@corhio.org (include position title in Subject). ABSOLUTELY NO RECRUITERS!

**ABOUT CORHIO**
Improving health through enhanced use of information technology and data exchange is the heart of what we do. We manage one of the country’s largest and most successful health information exchange (HIE) networks, provide advisory services that help healthcare professionals effectively use technology and improve care delivery, and supply health plans and accountable care organizations (ACOs) with valuable data that enhance analytics and population health programs. As an independent, nonprofit organization, we are dedicated to serving all of Colorado’s healthcare stakeholders.

**Our Mission:** CORHIO empowers people, providers, and communities by providing the information they need to improve health.

**Our Vision:** Harnessing the power of data for health and vitality.
Our Values:

• Building Community through Collaboration
• Pursuing Innovation with Determination
• Making a Commitment to Excellence through Life-Long Learning
• Deliberately Creating a Fun and Respectful Environment
• Delivering with Integrity and Accountability

CORHIO is an equal opportunity employer (EOE). CORHIO may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.