



Phlebotomy Account Manager

My One Medical Source® (MOMS) is a rapidly growing software-as-a-service (SaaS) healthcare solution that provides access to medical lab testing sites and specialists. MOMS connects those who need their blood drawn with the skilled labor that can perform phlebotomy and other lab collections. As a **Phlebotomy Account Manager** you will be responsible for coordinating, implementing and managing relationships involving Labs/Clients and MAPs: Medical Access Points/Providers™.

Key Responsibilities:

- Serve as the primary point of contact for assigned MAPs: Medical Access Points/Providers™.
- Build and maintain strong, long-term relationships to support operational excellence.
- Monitor and manage client concerns in tandem with Lab Account Manager to resolution.
- Learn and understand the MOMS platform to be able to answer any questions.
- Gather client feedback and translate into actionable internal insights and priorities.
- Perform platform demos via virtual meeting software (e.g., Google Meet).
- Support the onboarding process with new MAP accounts.
- Conduct meetings with MAP employees on a monthly cadence.
- Support MOMS staff as a phlebotomy subject matter expert.
- Upsell multi-site locations.
- Develop and maintain proper timelines for assigned projects related to account management.
- Troubleshoot client needs.

No one has ever done what we're doing at MOMS. This is an opportunity to have a direct impact on a company's growth and change the future of medical testing.

If you have the following, you may be a great fit:

- Phlebotomy Certification.
- Hands-on experience working with or managing specialty laboratory services, diagnostic test workflows, or biomarker-based programs preferred.
- Familiar with clinical workflows, especially test ordering, sample collections, and lab processing.
- Understanding or regulatory standards (CLIA, HIPAA, etc.).
- Excellent verbal and computer skills with desire to communicate with clients and prospects most of each workday.
- Time management skills, punctuality, and accountability.
- Ability to communicate clearly and educate new and existing clients on the MOMS platform's offering, including an onboarding process, new feature announcements, and administrative processes within the software.



- Ability to capture, track, and proactively manage our CRM to allow for highly effective experience for both the client and company needs.
- Experience using remote presentation software (Google Meet, Zoom, etc.)
- Strong listening and conversational skills.
- Interest in working for a start-up with rapid growth and the ability to work in a self-directed entrepreneurial environment.

To apply, email your resume to: careers@myonemedicalsource.com.

*The Phlebotomy Account Manager is a full-time, **in-office opportunity** at our office in Westlake, OH. My One Medical Source® (MOMS) is an Equal Opportunity Employer. Benefits available include medical/dental/vision.*