



## **Customer Support Account Manager Role**

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 **Customer Support Account Manager**, you will be helping facilities gain access to a new stream of potential patients and increase their revenue on services they already perform and labor they already have in place, all at no cost to them.

### **A typical day as a Customer Support Account Manager:**

You will be working with our sales team in the Westlake, OH office to grow the MAP: Medical Access Point™ network of brick-and-mortar facilities that are able to perform specimen collections. In addition to outreach to account management duties, there will be some prospecting of new clients expected. Our current network spans the nation and since we are growing so fast, we want to keep them updated as to what we're doing and how to get the most out of the platform.

### **Why this is a unique opportunity:**

No one has ever done what My One Medical Source® (MOMS) is doing. 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:**

- A Bachelor's Degree.
- Two years' experience in sales, customer service, or account management.
- Excellent verbal and computer skills with the desire to communicate with clients and prospects most of each workday.
- Healthcare industry experience.
- Time management skills, punctuality, and accountability.
- Ability to communicate clearly and educate new and existing clients on the MOMS platform, including an on-boarding process, new features announcements, and administrative processes within the software.
- Ability to capture, track and proactively manage our CRM to allow for a highly effective experience both for the client and company needs.
- Experience using remote presentation software (Google Meeting, 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](mailto:careers@myonemedicalsource.com). Remote position potential for qualified candidates.



The Customer Support Account Manager position 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.