



Account Manager

Novu is a member engagement and behavior change technology and services company partnering with health plans to improve performance by driving high-value behaviors with targeted members. We combine behavioral analytics, data science, personalized communications and incentives to help health plans influence member actions with their most challenging members. Delivered in a more efficient and effective manner than traditional rewards programs, our solutions are designed to optimize a health plan's quality, risk and member engagement. Novu works with health care's most innovative leaders and delivers an empowering, influential and connected experience anywhere a member chooses to engage.

We're a growing, creative team on a mission to create educated, active and accountable consumers of the health care system. We have a diverse team of health care marketers, technologists, scientists and entrepreneurs devoted to solving real world health care problems. We're looking for driven, smart, creative and fun candidates who share our passion for optimizing the intersection of consumer engagement, technology and innovation.

Position Summary:

This Account Manager role will oversee, manage and execute the daily needs between our customers and Novu. This includes the strategy and execution for onboarding new customers; managing and reporting on the engagement level of our customer's members; and working closely inside Novu to achieve customer's goals. Expect challenges that will require you to think differently and to make a real difference in the world using your skills and talents.

Responsibilities and Essential Functions:

- Strategic program skills to define and build business plans for clients
- Develop deep value-added knowledge of your portfolio of client business (Key Account Management)
- Lead and collaborate with cross-functional teams to meet account objectives and goals
- Lead the development of strategic account plans and forecasts based upon organic growth
- Balance the need of the internal and external stakeholders
- Work directly with clients to develop program-related strategies
- Proficient in technology and project management details
- Team player who is able to instill confidence and motivate cross-functional teams
- Accountable for all phases of account expansion and delivery of solutions and expansion/growth

Essential Job Qualifications:

- 2-4 years of account management experience
- 2-3 years of project management experience
- Proven collaboration and negotiation skills
- Strong organization and leadership skills
- Ability to handle multiple priorities and projects in a fast-paced, highly collaborative work environment
- Highly motivated and energetic professional capable of driving business and delivering results

5401 Gamble Drive, Suite 300 Minneapolis, MN 55416

www.novu.com



Preferred Experience

- Strong understanding of the health care industry, with specific experience in general regulatory compliance in the payer market segment

Travel Requirements:

- Up to 20% travel

How to apply:

Please email your resume to:
Mary Lohmann - Talent Manager
mary.lohmann@novu.com

Novu is an Equal Opportunity Employer