<table>
<thead>
<tr>
<th>Job Title</th>
<th>Account Manager</th>
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</thead>
<tbody>
<tr>
<td>Employer/ Agency</td>
<td>Unite Us</td>
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<tr>
<td>Job Description</td>
<td>Unite Us is reinventing the delivery of health and human services. We connect service providers on a common platform, enabling scalable, accountable and measurable delivery of wraparound care. Our technology provides the collaborative infrastructure for these communities. We care deeply about the work we do and the communities our software benefits. We’re looking for people to join our team who share that passion for our mission to reinvent Health &amp; Human Services and aspire to make a lasting difference for future generations. No matter how large our team grows, we will always be family. Unite Us prides itself on offering a competitive salary, full benefits, and the opportunity to change the world. Come to Unite Us and together we can build healthier communities for everyone.</td>
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</table>

**About the Customer Success Team:**
The Account Manager role exists within the Customer Success Team. This group is a highly collaborative, fast-paced, and evolving team responsible for implementing new networks and maintaining relationships with existing clients. Our style of partnership and support is hands-on and relationship-based; we are proud of the white glove service we provide to our customers. We are experts in bringing together communities of providers – both in and out of the software – and we extend that expertise to our customers every day. As a team, we are quirky, dynamic, and collaborative. We share a passion for the work we do and hold each other to a high standard of work ethic, but we also know how to have fun!

**Description:**
Unite Us is hiring a self-motivated Account Manager with strong project management skills and a passion for public health. The Account Manager will be responsible for strategizing, planning and implementing the rollout of coordinated networks comprised of health providers, government agencies and community-based organizations. This is a role that spans from strategic to tactical thinking, with relationship-building at its core. Beyond technical implementation, you will guide your client through our proven approach to build strong communities of organizations that work together. You’ll be a key part of a small team, so the ability to effectively manage projects and work well with others is a must.

**What You’ll Do:**
- Build and maintain strong, long-lasting customer relationships with key stakeholders and executive sponsors by becoming a trusted expert in implementing Unite Us Coordinated Care Networks
- Guide partners through the strategy, design, and implementation of a Coordinated Care Network from end-to-end
- Establish and track Key Performance Indicators for network success based on Unite Us’ best practices and client priorities
- Deliver best practices for process workflows within different verticals and environments, based on specific client use cases, evolving industry standards, and an understanding of related tools
- Develop relationships with community partners, service providers, and other stakeholders in the health and human services space
- Present recommendations to customers for improving or expanding the use of Unite Us within their organization and community partners
- Collect customer feedback on a regular basis and to share relevant
Qualifications

- Proven project/program management skills
- Demonstrated success managing complex projects and implementations with organization and confidence
- Self-starter motivation with strong organizational and time management skills – you make things happen!
- Excellent communication and presentation skills – you’re an active listener who can break down complex ideas and tailor your message to a specific audience
- Experience analyzing data to pull out insights, tell a story, and drive action
- Both professionalism and determination - you build trust with clients by consistently overdelivering
- Comfort engaging with end-users, promoting Unite Us, and generating buy-in across multiple stakeholder groups
- The ability to thrive in a variable and demanding startup environment - you are solutions oriented and highly adaptable
- A passion for healthcare or human services

Education and Experience

- Four-year college degree from an accredited institution. Master’s Degree preferred.
- Minimum 3 years in a business, public health, or social services environment
- Demonstrated experience building relationships with external partners and stakeholders

Environmental Job Requirements & Working Conditions:

- This position is based in Houston, TX
- This position requires 30% travel within Texas

Salary/Hours

Full Time

Employer/Agency

Unite Us

City, State, Zip

Houston, TX

Contact Person

Mary Bier

Contact Title

National Director of Military Initiatives

Email Address

mary@uniteus.com

Application Method

https://boards.greenhouse.io/uniteus/jobs/4688681002?gh_src=ea4e4afc2us

Opening Date

Immediate

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.