

Primary Care Associates of California Medical Group (PCAC IPA)

Network Development Specialist - Field Based Account Manager

Network Development Specialist Job Summary:

This position is responsible for managing all physician recruitment and network development activities within a specific territory. This requires regular consultative contact with every contracted physician office in a designated territory to build rapport, generate new patient membership, maintain existing patient membership, and service existing contracted physician offices and a heavy emphasis on obtaining new physician offices.

Essential Responsibilities:

- Develop, manage, and increase patient membership, physician network, promote company brand, and service physician offices in a specific territory as defined by Executive team, this requires face to face consultative contact with every physician office.
- Plan, organize, and implement effective strategies using all company programs, tools and initiatives to increase market share in designated territory.
- Document all physician office interactions and other pertinent information in applicable databases to provide an accurate record of physician encounter history. All field staff must document activity for current day by 9 am following business day via web-based CRM system.
- Network Development Specialists are required to work in conjunction with the Physician Liaison designated to the territory; NDS acts as territory lead and Physician Liaison is to provide support to NDS and collective efforts to increase market share and maintain existing membership.
- Maintain professional and consistent communication with Physician Liaisons and Director of Operations and perform activities as directed.
- Attend all meetings, conventions, seminars, and training programs as instructed by Executive team.

- Respond in a professional fashion to physician office concerns, executing follow up actions to ensure physician office issues/opportunities are communicated to appropriate departments.
- Maintain accountability for adherence to company and divisional organization policies and procedures.
- Participate in special projects and perform other duties as required.
- Network Development Specialists are required to maintain a minimum of a 2% membership increase per quarter based on previous quarter membership, and contract 12 new physician offices per quarter. Percentage increase in membership may be taken into consideration to offset failure to meet minimum physician contracting requirement.
- All field staff are responsible for arranging a minimum of 2 appointments per week for members of Executive team in an effort to further develop business where Executive involvement would be beneficial, necessary, or applicable.

In addition to the essential duties and responsibilities listed above, all positions are also responsible for:

- Meeting company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in a manner that is in compliance with all Company policies and procedures currently or to be implemented in the future.
- Adhering to Company policies, procedures, and directives regarding standards of workplace behavior in completing job duties and assignments.

Physical Activities:

This position will be working in an office environment, utilizing typical office equipment. Also works in all areas of designated territory traveling from office to office via personal vehicle. Some travel required.

Qualifications

Experience:

At least 2 years of prior sales-related or medical experience required.

Desired skills include:

Sales and/or medical knowledge, excellent interpersonal skills, attention to detail and project management skills

Other:

Valid driver's license and proof of current auto insurance required.
Bachelor's degree preferred.