

Account Coordinator

Full-Time position located at MXOtech in Chicago, IL

Our Application Development division focuses on creating human-centered enterprise applications for healthcare, energy and utility, and SMB customers. We're a growing boutique consulting firm located in the West Loop and are looking for a skilled Account Coordinator.

Overall responsibility:

Serve as the primary client coordinator on enterprise application development projects, serving as the voice of the customer and ensuring that all roadblocks to project completion are removed. MXOtech generally utilizes Scrum, so the account coordinator will be responsible for creating and managing the product backlog, creating user stories, conducting sprint planning, measuring velocity, conducting sprint reviews, and conducting retrospectives. The account coordinator must be comfortable serving as an account manager, building and expanding client relationships, ensuring client retention, and generating additional revenue from existing customers. This position reports to the CTO.

Primary Duties and Responsibilities:

- Becoming single Point of Contact for all assigned projects with responsibility for project deliverables and quality
- Continuously build relationships with clients through face-to-face meetings, phone calls and events
- Prepare and present capability presentations for prospects and current clients
- Organize and attend discovery meetings with CEO and/or CTO to determine prospective fit
- Requirements gathering and project backlog management
- Project planning and tasking
- Managing the statement of work as well as other project issues, risks, and changes
- Managing key customer relationships at all levels, including executive and senior management
- Facilitating the progress of the implementations to ensure that timelines and customer goals are achieved
- Working with customers to prepare them for the operational ownership of their new solution
- Enhance project management processes to continually reduce cost, increase quality and develop more effective methods of communication
- Share client feedback with internal team to ensure client expectations are met

Qualifications:

- Familiarity with NCQA and Value Based Care (Desired)
- Passion for leading project teams
- Experience communicating with customers/managing customer relationships
- Strong organizational skills to manage and monitor multiple simultaneous projects
- Must be a team-player with the ability to work within a collaborative environment
- Excellent interpersonal skills, ability to work with diverse personality types
- Understands how to drive projects from a business functionality perspective
- Strong facilitation and coaching capabilities
- Experience with business applications and familiarity with the application development lifecycle
- Proven track record of successful projects

- Excellent analytical skills and ability to learn quickly
- High motivation and desire to grow the client relationships and exceed project expectations
- Passion for excellence and process improvement
- 3+ years of experience managing successful project implementations
- 3+ years of experience with Scrum (Desired)
- Undergraduate degree from an accredited university preferred

Skills:

- Must be highly organized and punctual
- Excellent customer services skills
- Must have a consulting mindset
- Strong and effective verbal and written communication skills
- Must have outstanding presentation skills
- Must be a team player
- Must have a sense of urgency
- Detailed oriented

Physical demands:

- Ability to periodically stand or walk

Perks:

- Healthcare coverage through Aetna including health plans, dental, vision and tax-savings health and commuter benefits
- 401k retirement planning opportunities, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations housed within a modern, cozy, work environment.

Visit <https://www.mxotech.com/about-us/careers/> for more information and apply to jobs@mxotech.com.