

**Title:** Sales Associate

**Location:** ICHOMs Headquarters are in Boston, Massachusetts with an office and team also in London and Europe. This role can be a fully remote working role but the team are on GMT/CET/EST time zones and the candidate will need to be on similar time zones to ensure the sales team has support during their working hours.

**Term:** Permanent , Full Time

**Reporting Relationship:** The position will report to the Account Manager

### **ICHOM – Background:**

ICHOM is a non-profit organisation committed to transforming healthcare. ICHOM was co-founded in November 2012 by Professor Michael Porter of Harvard Business School, Stefan Larsson from the Boston Consulting Group, and Professor Martin Ingvar of the Karolinska Institutet. Its mission is to unlock the potential of Value-Based Health Care by defining global Standard Sets of outcome measures that really matter to patients for the most relevant medical conditions and by driving adoption and reporting of these measures worldwide.

ICHOM brings together leading experts from around the world with a number of different initiatives. Standard set development remains at the core of what we do and we have produced 39 standard sets so far. This work is widely publicised through our conference programme, in 2019 more than 1200 delegates from 44 countries attended the largest gathering of VBHC professionals. Following the global pandemic the conference has been delivered through a series of virtual events, concluding with the largest virtual event for 3 days in November 2020. Our Partner Programme offers implementation support to providers who require help implementing standard sets. Our online community, ICHOM Connect, offers a space for healthcare professionals to meet, discuss, evaluate and benchmark their projects and future work. ICHOM is now on the brink of a major development with the launch of machine readable standard sets and a global benchmarking platform. This year will see the team double in size as we prepare for a period of major growth.

### **Job description:**

Your role is to unify our sales with our success. You will assist in various stages of the sales funnel, including creating awareness of new and existing offerings and generating leads. You will work closely with the Account Manager to grow our current partnerships and products and identify new business opportunities.

### **Duties and responsibilities:**

- Proactively research and generate lists of target customers for Implementation and Benchmarking
- Manage our Partner referral program as well as other partnership deliverables and timelines
- Provide input on presentations and reports
- Maintains accurate records of all communications and deliveries with potential customers
- Organize client contract lists and schedule updates



- Interpret and understand Value Based Healthcare to uncover opportunities with existing clients
- Work closely with the Account Manager/Sales team to build pipelines and strategically expand customer accounts
- Operates as the point of contact for assigned customers
- Forecasts and track customer account metrics
- Stay Current on company offering and industry trends
- Resolve questions and concerns regarding ICHOM products and/or route them to the appropriate point of contact

#### **Qualifications:**

- 3+ years previous Customer Success experience and/or customer support
- Ability to build credibility and trust by understanding and addressing potential customer needs
- Must be dependable, positive, and work well in a team environment
- Excellent communication skills (written, verbal, presentation)
- Very good organizational skills
- Experience in delivering accurate reporting, and a commercial understanding of project profitability, forecasting and its importance
- The ability to manage different stakeholders globally
- Bachelor's degree required

#### **Additional characteristics:**

- A strong passion for improving health care
- Fluency in English as a primary written and spoken language is required.
- Excellent writing and presentation skills
- Strong MS Word, PowerPoint and Excel capabilities
- You like working in a fast paced, agile environment

#### **To apply**

Please complete the attached application form and return to [jobs@ichom.org](mailto:jobs@ichom.org)