



What is Nomad?

Nomad is a revolutionary, tech-driven platform that is simplifying healthcare staffing. We are building a marketplace that enables clinicians and the institutions that hire them to find each other and transact directly, without a broker. Nomad cuts out mountains of paperwork, faxes, and phone calls, and moves everything online. It makes staffing faster, more transparent, and substantially less expensive. Nomad is simple, modern healthcare Staffing.

Nomad currently works in full time, temporary, and telemedicine staffing for physicians and nurses. We plan to grow into other markets, including allied health providers and advanced practice providers markets. All together, these represent a \$20 billion — and growing — market that Nomad has just started to tap into.

At Nomad, you'll have a front row seat at an early stage startup that is shaking up healthcare. And you'll have the chance to make a deep impact on Nomad's business and drive the future success of the company.

What will you do at Nomad?

The Account Management Associate (AMA) will be responsible for overseeing a portfolio of Nomad's healthcare facility customers. These customers span a variety of healthcare organizations, including large hospital systems, national clinic chains, urgent care facilities, telemedicine companies, and small private practices. Your goal is to understand how we can better serve them and grow our business with them.

Key responsibilities will include:

- Management of a portfolio of healthcare facility customers
 - Working with clients at various levels within a healthcare organization to ensure broad adoption of Nomad within the organization
 - Drive clients to post 100% of jobs on a consistent basis to Nomad's platform
 - Assist clients in the process of hiring clinicians from Nomad to ensure communication is clear, productive, and ultimately leads to a hire
 - Serving as the "customer advocate" at Nomad and always finding opportunities to improve the customer experience

- Finding ways to deliver value to our clients, including by identifying and suggesting new products and services
- Increasing Nomad's share of wallet within its customer base

How will you get started at Nomad?

In your first six weeks at Nomad you will:

- Develop a deep familiarity with the clinical staffing market, its key stakeholders, and its strengths, weaknesses, and opportunities
- Understand the landscape of healthcare organizations, their internal recruiting practices, the ins and outs of their organizational structures, and what motivates each and every one of them
- Familiarize yourself with Nomad's existing account management practices
- Become a subject matter expert of all things Nomad
- Begin managing a portfolio of Nomad customers

In your first six months at Nomad you will:

- Manage a complete portfolio of Nomad customers
- Take full ownership over your day-to-day account management execution
- Work closely with Nomad's operations team to ensure our customers are successfully hiring clinicians
- Test and develop creative tactics to grow Nomad's share of wallet within your portfolio
- Develop and grow deep relationships with key customer stakeholders
- Proactively identify customer issues and potential churn, and take preventative action
- Conduct new user onboarding/product training and share best practices to drive adoption and success on the platform

In your first twelve months at Nomad you will:

- Help build and execute a best in class account management strategy
- Continually serve as the "voice of the customer" and advocate for their needs within Nomad

Of course, over this timeframe, the product and the company's needs will change, so your role will also evolve with time — with a sharp eye towards your professional development and personal satisfaction.

Who will you work with?

As a critical, early member of Nomad, you will interact frequently with other internal teams, not only in your capacity as a Account Management Associate but also as an important contributor to the company's strategy and progress.

Your closest relationships will be with the Director of Account Management, to whom you will

directly report, and other members of the sales and operations teams. Together you will shoulder the responsibilities outlined above.

Who are you?

You are a self-motivated, organized, go-getter who can excel at building relationships and partnering with customers to ensure their success with 0-2 years of experience. You are engaging, confident, and consider yourself a people-person. You are gifted with words and have a knack for getting people excited about the new, new thing. Perhaps most importantly, you can build strong relationships with many different types of people quickly.

You have strong business acumen and an ability to think strategically about growing our business. You enjoy translating strategy into logistics. You are data-driven and detail oriented. You are eager to work in a changing, high-growth startup. You are easygoing and fun to hang out with. Most importantly, you just can't wait to join our team!

How to apply

Ready to disrupt healthcare? Email us at careers@nomadhealth.com.