

Client Services Associate

About HCCI

The Health Care Cost Institute (HCCI) is an independent, non-profit research institute located in Washington, D.C. with a mission to produce and promote research and analyses on the causes of rising U.S. health spending. HCCI maintains a national, multi-payer, longitudinal dataset covering 55 million lives containing previously inaccessible data on the private health insurance market in addition to 100% Medicare Fee-for-Service, Medicare Advantage Encounter, and Medicaid claims data, representing over half of the U.S. population. External researchers and policymakers use HCCI's data to study the health care system, evaluate existing and new policies, and assess quality. HCCI's internal multi-disciplinary team of researchers produces reports of import to major stakeholders in health care in an academic but fast-paced environment. HCCI partners on projects with multiple leading academic institutions around the U.S., collaborates with media organizations such as The New York Times, Vox, The Washington Post, NBC, and KHN, and provides insights and recommendations to national and state legislators. For further information, please visit our website at www.healthcostinstitute.org.

Exciting Opportunity to Use the Best Data to Assess and Address Health Care's Most Pressing Challenges

We are looking for a Client Services Associate to join our dynamic team to advance HCCI's mission and to expand our impact by substantially increasing the number of research teams licensing our data. This position is ideal for candidates who enjoy working with people and are hoping to pursue a career in client, customer, or member service and engagement or for a someone interested in a career in health policy.

The Client Services Associate will

- Be the primary point of contact of HCCI for current and prospective research teams
 - Establish relationships with current researchers who have licensed HCCI's commercial claims data as well as new researchers applying to use the data
 - Respond to inquiries and requests from applicants and research teams and involve senior colleagues when necessary
 - Orient/facilitate orientation of new research teams into HCCI's secure data environment
 - Engage with teams over the course of the research project as necessary
- Support, update, and refine researcher and applicant tracking systems
 - Input and update information in existing tracking tools
 - Develop a new database and/or tracking system of researchers using HCCI data
 - Keep up and revise application materials, process applications, and invoice research teams

- Maintain HCCI's Data Access Hub and related aspects of HCCI's website
- Assist with outreach, engagement, and marketing activities
 - Work with senior staff to develop strategies for communicating with current and prospective research teams
 - Tracking outreach, engagement, and marketing activities and their impact
 - Manage HCCI's social media presence
- Support HCCI's organizational operational activities as needed
 - Track the financial performance of researcher recruitment and renewals, including producing reports and assisting in revenue forecasting
 - Perform administrative and clerical duties as necessary
 - Maintain electronic files
 - Evaluate day-to-day activities for opportunities to make them more efficient
 - Track and ensure compliance with various regulatory or operational requirements as needed

In our candidates, we look for

- Proactive and entrepreneurial spirit and a desire to work in an exciting and demanding environment
- Excellent organizational and time management skills with the ability to organize, prioritize, and manage multiple projects at once
- Detail oriented problem solvers with a sense of resourcefulness
- Ability to work in a collegial and learning work environment
- Expertise using Microsoft Office and social media tools
- Experience with Salesforce or similar tools a plus

The annual salary for this position ranges from \$50,000 to \$60,000. HCCI also provides competitive benefits to full-time employees, including 403B retirement with employer contribution, health insurance, gym reimbursement, and other benefits. HCCI is based in Washington, DC, and there is a strong preference for someone based in or who can relocate to DC for this position. (Relocation expenses not covered.)

Proof of COVID-19 vaccination (including booster) is required for employment at HCCI.

To apply, please send a resume to careers@healthcostinstitute.org.

For more information on HCCI, please visit www.healthcostinstitute.org.