SERVE YOU Rx

Account Manager Job Description

Department:	Client Service	**FLSA Status:**	Exempt
Reports to:	Director of Account Management	**Position Type:**	Full-time
Location:	Milwaukee, WI or Remote Home Office	**Travel Required:**	5-20%
Updated By:	Director of Account Management	**Updated Date:**	4/19/18
Approved By:	President/CEO	**Approved Date:**	4/19/18

Position Summary

The Account Manager acts as the primary point of contact for Serve You Rx small group PBM accounts. The Account Manager achieves high client satisfaction and retention by decoding problems and providing effective solutions that support both the client and Serve You Rx business goals. The Account Manager educates clients about prescription drug benefits, Serve You Rx product offerings, as well as industry issues and related current topics. The Account Manager also uses presentation and negotiation skills to suggest appropriate plan recommendations and renew client contracts in the assigned book of business.

Essential Duties and Responsibilities

1. Leads client implementations to ensure accuracy and in-scope, on time completion.
2. Achieves high client satisfaction scores, as reported by the annual client satisfaction survey, by establishing and maintaining client and other partner relationships.
3. Represents clients internally by coordinating with other functional areas within the company to implement benefits, complete projects, and address service needs.
4. Upsells and educates clients about Serve You Rx programs and services.
5. Decodes problems and issues, and provides innovative and effective solutions that support both the client and the company's goals and objectives.
6. Conducts regular on-site or telephonic client meetings to proactively review plan performance, benefit structure, utilization, and trend management strategies.
7. Manages the renewal process and supports proposal activities associated with new business development.
8. Effectively communicates all marketplace risks and trends to leadership.
9. Assists Account Executives on corporate client initiatives.
10. Presents member benefit information at benefit fairs and employee meetings, as needed.
11. Performs other duties as assigned.

Preferred Education and Experience

- 1-3 years of cumulative account management, or equivalent client or member facing experience in employee benefits or the PBM industry
- Knowledge of RxClaim software
- Bachelor’s degree

Required Credentials / Licensing / Certification

- Maintain a valid driver’s license and personal insurance liability coverage.

Competencies

- Proficient in Microsoft Office.
- Translates data and clearly conveys information and ideas through a variety of media to recipients in a manner that engages the audience and helps them understand and retain the message.
- Actively seeks information to understand clients' positions, problems, expectations, and needs; adjusts priorities when appropriate.
- Seeks and uses feedback and other sources of information to identify appropriate areas for learning.
- Operate a motor vehicle.

Physical Demands

- Sitting for extended time periods (between 8-10 hours/day).
- Operate typical office equipment such as a computer, telephone, copy machine, etc.
- Operate a motor vehicle.