



Account Coordinator

Position Summary

The Account Coordinator is a key contact for Serve You clients and business partners. The Account Coordinator drives client satisfaction through responding to day-to-day service requests and delivering best in class customer service. Primary external exposure is via email and phone, supporting the framework of reliable and consistent accessibility that represents Serve You's client centric support philosophy.

Essential Duties and Responsibilities:

- Supports Strategic Account Executive (SAE) and Account Manager (AM) client focused initiatives by managing deliverables to defined timelines
- Collaborates with internal departments to explore solutions that balance corporate objectives with client needs. These solutions may include- custom report requests, data extracts, claim research and pharmacy plan analysis
- Acts as the lead for administrative projects which support client-specific initiatives
- Resolves escalated member issues
- Effectively communicates client activity to department leadership
- Supports new client implementation processes with quality documentation of business arrangements
- Accurately documents existing plans and plan changes for handoff to the benefit coding team
- Serves as quality control for plan information documented by peers and Account Management staff
- Efficiently follows corporate operating procedures utilizing proper internal documentation for notification of client decisions
- Responds to client service requests and member inquiries
- Organizes, tracks, and maintains accurate client documentation, including, but not limited to contracts, implementation guides and executed change forms according to established procedures
- Contributes to development of department policies and procedures.
- Develops bench-level processes and assists in the development of training guides on internal process.
- Delivers training to peers as required
- Responsible for the effective and timely communication of plan design changes to Member Services
- Presents member benefit information at client benefit fairs and employee meetings, as directed by SAE/AE
- Assists SAE/AE with editing, formatting and review of all client facing materials
- Will perform other duties as assigned

Education and Experience:

- Minimum of 2 years customer service in PBM or health care related field
- Bachelor's degree is a plus but not required
- Demonstrates a fundamental understanding of the health care industry
- PBM, pharmacy or health plan experience is strongly preferred
- Demonstrated proficiency in Microsoft Office products
- In depth experience using claims processing systems (RxClaim, in particular) a plus
- Goal oriented with a strong desire for career advancement
- Inquisitive with a demonstrated ability to problem solve and deliver solutions
- Strong active listening, verbal and written communication skills

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- Ability to effectively manage multiple tasks simultaneously
- Willingness to operate within and contribute to an environment that embraces continual process improvement
- Demonstrates strong organizational skills
- Strong desire for responsibility and accountability

Travel Requirements: 0-15%