



## **Account Executive**

**Position Summary:** The Account Executive is responsible for the profitable retention of the assigned book of business while maintaining high levels of client satisfaction. The Account Executive is responsible for understanding corporate goals and developing strategies within their book of business to support these goals in conjunction with maintaining high client satisfaction results. The Account Executive interacts with management, takes strategic direction from the Strategic Account Executive (SAE) and ultimately receives direct supervision from The Director of Account Management in order to ensure corporate goals are achieved.

### **Essential Duties and Responsibilities**

1. Develops and implements objectives for specified clients in order to meet desired internal and external outcomes
2. Responds to client issues and delivers solutions
3. Fully understands corporate goals and initiatives, assimilates these ideas into client specific strategic account plans, and takes immediate and repeatable action on the plans
4. Reviews data to recommend plan design and/or implementation of new products and services to help better manage overall spend
5. Achieves high client retention rates and meets corporate profitability goals for assigned book of business
6. Meets key performance indicators including the delivery of the plan performance analysis and support for supplemental meetings as determined by account type
7. Develops strong relationships within assigned clients and business partners
8. Leads plan design implementation to ensure execution is consistent with mutually agreed upon expectations
9. Manages activities associated with customer audit to ensure contracted targets are achieved and accurately reported
10. Manages the development of proposals for the retention of assigned business and supports RFP activities associated with new business development
11. Provides detailed insight of client specific issues to internal partners for collaboration on solutions that align with both internal and external objectives
12. Effectively communicates to leadership all marketplace risks
13. Identifies and recommends process improvement opportunities to Director of Account Management
14. Mentors Account Coordinators for career development
15. Performs other duties as assigned

### **Required Education and Experience**

- Bachelor's degree in business or related area or 6 years relevant work experience
- Minimum of 3-5 years of Account Management experience in PBM or related health care field.
- Comprehensive understanding of the PBM industry or equivalent employee benefits experience with a strong desire to learn PBM

**Competencies**

- Proficient in Microsoft Office
- Knowledge of RxClaim software a plus
- Goal oriented with a strong desire for career advancement and history of consistently meeting performance goals
- Strong active listening, comprehension, written and verbal communication skills
- Analytical and inquisitive with a strong desire to learn, collaborate and problem solve
- Demonstrated ability to sustain effective long term business relationships
- Strong time management, organizational and prioritization skills with a keen attention to detail
- Exceptional presentation and persuasion skills
- Ability to effectively manage multiple tasks simultaneously
- Embraces responsibility and accountability

**Required Credentials / Licensing / Certification**

None

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