

Account Manager Job Description

Department:	Client Services	FLSA Status:	Exempt
Reports to:	Vice President of Client Operations	Position Type:	Full-time
Location:	Milwaukee, WI or Remote Location	Travel Required:	25%
Approved By:	Senior V.P.	Approved Date:	November 9, 2020

Position Summary

The Account Manager is responsible for the day-to-day total service experience of assigned accounts. This includes acting as the liaison between the client and Serve You Rx, serving as the tactical lead of the implementation and renewal processes, facilitating and monitoring issue resolution, ensuring timely report and other request fulfillment, and coordinating client and employee prescription drug benefit education.

Essential Functions and Responsibilities

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Foster strong client relationships by meeting or exceeding response time and quality expectations.
2. Develop and maintain a working knowledge of client objectives, plan designs, and overall needs, and ensure timelines and deliverables are successfully met.
3. Compile accurate and timely implementation and renewal materials, including acting at the direction of clinical staff.
4. Generate and deliver non-clinical data and reporting requests that are timely and accurate.
5. Train and educate clients on self-service tools.
6. Coordinate the delivery and/or deliver client or member education content such as postal correspondence, "lunch-n-learn" opportunities, webinars, collateral, health fairs, and other employee meetings as assigned.
7. Achieve high client satisfaction scores and retention, as reported by the annual client satisfaction survey.
8. Develop and maintain strong relationships with internal departments such as operations, finance, IT, contracting, sales, and clinical and effectively communicate client needs related to implementation, ongoing service, and escalations.
9. Assist the Strategic Account Executive with corporate client initiatives and finalist presentation preparation as needed or assigned.
10. Other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- Bachelor's degree in Business, Health Administration, Liberal Arts or other related field or equivalent combination of education and experience.
- At least one (1) year of account management, or equivalent client or member facing experience in employee benefits with at least two (2) to five (5) years of related experience in health insurance, pharmacy benefit management (PBM), or with Self-Insured employer groups (preferred)

Required Credentials / Licensing / Certification

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

Competencies

- Excellent relationship building and collaboration skills with peers, leadership, and clients
- Excellent written and verbal communication to include the ability to translate data and clearly convey information and ideas through a variety of media
- Ability to use logical methods to address problems and develop effective solutions ensuring customer expectations are met or exceeded
- Ability to act independently, take initiative with minimal direction while managing multiple priorities and deadlines
- Ability to analyze, interpret and organize information in a clear and concise manner
- Strong analytical, technical and problem-solving skills
- Detail-oriented, well-organized, and have a sense of urgency to meet performance objectives and deadlines
- Experience preparing and interpreting non-clinical reports
- Knowledge of common PBM and benefit terminology
- Proficient in Microsoft Office Professional

Physical Demands

- Occasionally lifts/pulls/carries up to 25 pounds.
- Frequently required to stand, sit, talk and hear, and use hands to handle, or touch objects or controls.
- On occasion the incumbent may be required to stoop, bend, kneel, or reach above the shoulders.
- Operate typical office equipment such as a computer, telephone, copy machine, etc.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Regular mental demands such as comprehension, reasoning, decision making, and strong math skills.
- Some travel required.

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Environment

- Continuous work in an office setting with moderate noise exposure.

The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.