

JOB DESCRIPTION

Job Title: Implementation Associate I
Location: Gainesville, Georgia
Reports To: Director of Implementations
FLSA Status: Non-Exempt

SUMMARY

The Implementation Associate I will provide assistance to the Implementation team with a focus on claim research, the candidate will also assist with managing and coordinating new group implementations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Candidate must be able to logically evaluate claims for proper payment and make sure the desired benefits goals are met.
- Candidate must be willing to think outside box to provide solutions to complex client requests.
- Assist with new group implementations
- Manage timelines to track implementation deliverables
- Manage and streamline implementation with external and internal sources
- Manage all documentation supporting all aspects of the implementation
- Active listening to identify nuances in client business needs
- Serve as a point contact for new clients
- Provide ideas and suggestions to internal and external clients for improved processes
- Conduct client training on applications
- Travel to client locations for new implementation meetings

QUALIFICATIONS AND REQUIREMENTS

- Associates Degree preferred.
- 1-2 years pharmacy experience desired, additional healthcare industry experience a plus.
- PBM and project management experience a plus, along with exposure to application systems and software testing – Microsoft excel experience required.
- Highly organized and motivated, with great attention to detail.
- Ability to exercise logical and critical thinking in problem-solving.
- Ability to work independently and on a team.
- Ability to adapt and thrive in a fast-paced environment.
- A passion for learning and technology.

PHYSICAL DEMANDS

Requires sitting, standing, and occasional light lifting.

I confirm that I meet or exceed the educational and experience requirements set forth herein.

Printed Name

Signature

Date

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