

## **JOB DESCRIPTION**

**Title:** Account Manager – Client Services  
**Reports To:** VP of Client Services  
**Location:** Gainesville, Georgia  
**Classification:** Non-Exempt

**Summary:**

The Account Manager is responsible for maintaining an effective and professional relationship with clients while positively representing ProCare. The Account Manager is responsible for client retention, renewal, and overall plan satisfaction. The Account Manager provides basic benefit consulting and training on an ongoing basis and facilitates the resolution of issues pertaining to the client. In addition, they ensure that all client deliverables are on time, accurate, and meet the needs of the client. The Account Manager will demonstrate excellent client services through resourcefulness with a high level of initiative.

**Duties include but are not limited to:**

Establish and maintain professional relationships with clients, which includes face-to-face meetings, effective written and telephone correspondence, good listening and comprehension skills.  
Communicate daily and as scheduled with business leader so as to provide necessary, timely feedback and assessment of business relationships.  
Work with sales and implementation teams to provide seamless transition to ProCare systems.  
Assess, prioritize, and resolve client issues received by telephone, voice mail, e-mail, or in person.  
Interview end user to collect information relating to various issues and lead user through troubleshooting techniques.  
Identify, research, isolate, resolve, and follow up on all reported client issues.  
Escalate more complex issues to management as appropriate.  
Log and manage all open issues.  
Document and retain all information pertaining to client's program.

**Job Requirements:**

Bachelor's degree preferred  
Ability to travel  
Schedule 9:00pm – 6:00pm EST  
Three years of Pharmacy Tech or PBM Account Management experience  
Experience in Health Care or related field  
Knowledge of PBM Industry helpful  
Excellent organizational and time management skills  
Excellent verbal and written communication skills  
Effective presentation skills for face-to-face meetings  
Advanced knowledge of Excel and other Microsoft Office applications  
Ability to analyze, interpret and develop solutions effectively  
Ability to work independently within a fast-paced environment with quick turnarounds

**Physical Demands:**

Requires sitting, standing, walking, and occasional light lifting.

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

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date