

## JOB DESCRIPTION

**Title:** Senior Account Manager  
**Reports To:** VP of Client Services  
**Location:** Gainesville, GA  
**Classification:** Exempt

The Senior Account Manager is responsible for managing and supporting assigned client activities and ensuring that client expectations are met. The Account Manager will demonstrate excellent client service through responsiveness with a high level of professionalism.

- **Responsibilities include but are not limited to the following:**  
Manage day-to-day activities of clients and log all open items.
- Establish and maintain professional relationship with clients.
- Communicate and provide timely feedback on deliverables and tasks.
- Act as lead troubleshooter for client inquiries.
- Identify, research, resolve, and follow up on all reported client issues.
- Document and retain all information pertaining to client benefit design.

### **Qualifications**

- Excellent organizational and time management skills.
- Excellent verbal and written communication skills.
- Effective presentation skills for face-to-face meetings as well as webinars and video conferencing.
- Advanced knowledge of Excel.
- Ability to analyze, interpret, and develop solutions effectively.
- Ability to work independently within a fast-paced environment with quick turnarounds.
- Must be willing to travel.
- Flexibility to work a schedule that closely matches our West coast clients.
- Account management/client services experience preferred.
- Experience in health care or related field preferred.
- Knowledge of PBM industry preferred.

### **Education Requirements:**

Bachelor's degree desired, preferably in healthcare administration or business management.

### **Physical Demands:**

Requires sitting, standing, and occasional light to medium lifting.

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

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Printed Name

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Signature

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Date