

Account Director, Client Services

Account Strategy & Direction

- Provides direction and strategy at the account and project level
- Builds client relationships
- Promotes organic growth
- Provides oversight of project scope
- Ensures process adherence (Client/JB Ashtin)
- Supports account/project team growth and development
- Ensures internal integration, as needed

JOB DESCRIPTION

The Account Director (AD) is responsible for establishing high-level strategic partnerships with clients, ensuring that all client expectations are met. Primary activities include providing strategic input and instilling cross-functional team collaboration, promoting organic account growth, ensuring project and account profitability, and providing leadership and direction on accounts. Job requirements also include believing in, living, and communicating our corporate Core Values (Commitment to Excellence, Building Strong Client Relationships, Being Proactive, Being Thoughtful of Others, Doing Whatever it Takes, Being Humbly Confident, and Having Fun). The AD reports to the client service department head.

RESPONSIBILITIES

- Serves as a strategic partner and trusted advisor to clients and maintains solid client relationships
 - Maintains open communications to address client issues and identifies new opportunities with internal stakeholders for client integration
 - Demonstrates thorough understanding of client's business and objectives, including understanding disease states and current medical and/or regulatory issues of assigned accounts
 - Assists client with problem-solving and identifying opportunities
- Ensures timely and accurate client communications
- Responsible for account forecasts and understanding project financials, and participates in project reconciliations
- Oversees project teams and assigns project deliverables and related tasks including:
 - Selecting and managing vendors, overseeing meeting logistics, working with the Scientific Services department
 - Provides strategic input, direction, and leadership at the account and project level and helps the team outline a plan of action
 - Provides guidance and ensures that all projects conform to scope of service, are profitable, and meet client objectives
 - Ensures internal integration between project team and escalates issues appropriately
 - Participates in account/project events, as applicable and based on need
 - Educates staff/clients regarding internal and external policies and process (eg, vendor solutions and MSA and JB Ashtin policies)
- Serves as liaison between sales and project teams and provides updates on status of accounts and new business opportunities
 - Updates project team on outcome of client strategy meetings and organic business opportunities
- Creates, writes, and distributes proposals (and proposal addenda/budget adjustments) for organic business

growth

- Works collaboratively with internal and external resources and consults experts as needed
- Responsible for training, mentoring, growth and development of staff
- Performs all other job duties that may be assigned by JB Ashtin

REQUIREMENTS

- Bachelor's degree and 6+ years relevant healthcare communications industry experience
- Demonstrated experience in
 - account management (at least 2 years)
 - strategic and project team leadership
 - project execution and budget management
- Publication management experience preferred
- Prior experience managing the logistic aspects of projects that include all activities related to advisory boards, symposia, dinner meetings, faculty meetings, and teleconferences; overseeing web-based activities, developing concepts and ideas and steering projects through the print production process to create top-line graphic materials, etc
- Ability to travel up to 25%
- Understanding of and adherence to PhRMA, FDA, and OIG guidelines
- Adherence to the standards set by the Good Publication Practice for Pharmaceutical Companies (GPP3) Guidelines and the ICJME
- Ability to communicate and work effectively with internal and external stakeholders
- Exercises good judgment and escalates situations as appropriate
- Ability to be resourceful, proficient, and solution-oriented
- Ability to manage and provide clear, concise direction to staff
- Demonstrated computer experience: MS Office (Excel, Word, PowerPoint, Outlook)
- Graphic and/or print production knowledge

NOTE: This job description describes the general nature and type of work to be performed by an employee in this position. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.