

Manager, Client Services (HCP Engagement)

Project Management

- Focused on developing client relationship
- Ensuring flawless project execution
- Project day to day lead with client
- Manage project scope (budget, timeline)

JOB DESCRIPTION

Responsible for day-to-day management, coordination and execution of project deliverables. The Manager, Client Services manages all aspects of specific projects, under the direction of an Account Supervisor or Account Director. Managers serve as the primary source for all communications regarding day-to-day assigned project deliverables with the client and project team. Primary activities include: project management, communication trafficking, weekly status updates, timeline monitoring, and budget management, delegation and review of coordinator and administrative activities for specific tasks that are assigned. Job requirements also are to believe in, live, and communicate our corporate Core Values (Commitment to Excellence, Building Strong Client Relationships, Being Proactive, Being Thoughtful of Others, Doing Whatever it Takes, Being Humbly Confidence, and Having and Being Fun).

RESPONSIBILITIES

- Manages assigned project deliverables and related tasks, including overseeing the coordination of vendors, meeting logistics, and services to ensure flawless execution
- Ensures that all tasks match scope of service
- Alerts staff on altered project scope, as needed and prior to work being completed. Assist in outlining un-scoped work and determining hours required to perform the task
- Manages all daily project-related activities
- Enforces timeline milestones
- Manages vendors (internal and external), including freelancers (graphics, print, etc.) to keep programs on time and within budget
- Coordinates with client and clients med-reg teams on necessary material approvals prior to utilization and distribution
- Facilitate appropriate routing of projects through editorial services
- Draft scope of work contracts for freelance services
- Manages timing and communicates to internal and external project teams as necessary
- Understand basic disease state and current medical/regulatory issues for assigned projects
- Ensure that communications with clients are timely and accurate
- Generates meeting status reports that address timelines and project details
- Manages and regularly reviews project financials and creates end of program reconciliations
- Manages the invoicing process with internal and external accounting departments
- Participates in live meetings, as necessary
- Serves as on-site contact and manages all logistical details for client
- Any and all other job duties that may be assigned by JB Ashtin

REQUIREMENTS

- Ability to understand the basic science of therapeutic areas of current programs
- Bachelor's degree and 1-2 years relevant job experience preferably in the healthcare communications industry
- Understanding and adherence of PhRMA, FDA, OIG guidelines
- Ability to communicate with healthcare professionals and other faculty
- Experience managing logistical aspects of projects that include: symposia, dinner meetings, teleconferences, webcasts, web-based activities, faculty meetings, print materials, etc.
- Publication management experience a plus
- Strong time and project management skills with the ability to prioritize multiple tasks
- Ability to travel
- Exercises good judgment
- Solid written and verbal communication skills
- Computer experience: MS Office (Excel, Word, PowerPoint, Outlook)
- Graphic and/or print production knowledge a plus

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.