



Job Description

Responsible for leadership and strategic guidance on assigned accounts and projects, personal leadership in client relationships, and in the internal administration of accounts. Primary activities include providing direction and strategy at the account and project level, ensuring work is completed per client objectives, on time and within budget, ensuring cross-functional team collaboration, promoting organic account growth, and ensuring project and account profitability.

Job requirements also are to believe in, live, and communicate our corporate Core Values



Key Roles:

- Independently provides direction and strategy at the account and project level
- Builds client relationships
- Promotes organic growth
- Ensures flawless project execution
- Ensures process adherence (client/JB Ashtin)
- Ensures internal integration

Responsibilities

- Serves as main client contact and maintains solid client relationships
 - Maintains open communication to address client issues and identifies new opportunities with internal stakeholders for client integration
 - Demonstrates a degree of understanding of client’s business and objectives, including disease states and current medical and/or regulatory issues of assigned projects
 - Assists clients with problem-solving and identifying strategic opportunities
- Creates, writes, and distributes proposals (and proposal addenda/budget adjustments) for organic business growth
- Direct report management and development, if applicable
- Ensures timely and accurate client communications
- Responsible for project forecasts and understands project financials, and participates in project reconciliations
- Manages or oversees project team and assigned project deliverables and related tasks including:
 - Selecting and managing vendors, managing project logistics (publications and HCP engagement), working with the cross functional teams
 - Provides strategic input and leadership at the project level and helps the team outline plans 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, publication process, MSAs, and JB Ashtin policies)
- Works collaboratively with internal and external resources and consults experts as needed

Requirements

- Bachelor’s degree (Life Sciences degree a plus)
- 4+ years relevant healthcare communications industry experience
- Demonstrated experience in
 - Account management (at least 3 years)
 - Project team leadership
 - Project execution and budget management
- 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
- Understanding of and adherence to PhRMA, FDA, and OIG guidelines (Healthcare Meeting Compliance Certification a plus)
- Ability to communicate and work effectively with internal and external stakeholders
- Exercises good judgment
- Ability to be resourceful, proficient, and solution oriented
- Ability to manage and provide clear, concise direction to team
- Demonstrated computer experience: MS Office (Excel, Word, PowerPoint, Outlook, Teams, and Zoom)
- Graphic and/or print production knowledge

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.