

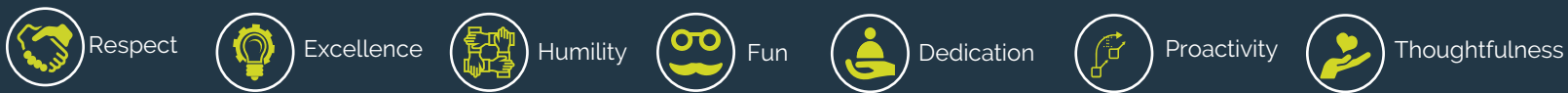
Job Description

The Account Director at JB Ashtin is a strategic leader who embodies our core values (below)—delivering proactive, exceptional service, exceeding expectations, leading by example, and treating others with respect. This individual is responsible for driving client success, leading high-impact projects, and fostering strong partnerships that align with both client objectives and JB Ashtin’s commitment to excellence.

The Account Director reports to the VP, Client Services and will oversee account strategy, team leadership, and client engagement while ensuring stellar execution of deliverables.

Key Roles:

- Provide direction and strategy at account and project levels collaboratively with Scientific Services
- Ensure internal integration
- Promote organic growth collaboratively with Scientific Services
- Build client relationships
- Provide oversight of project scope and ensure stellar project execution
- Ensure internal and external process adherence
- Support account/project team growth and development



Responsibilities

- Be the go-to strategic and trusted partner for clients, cultivating strong relationships and driving growth
- Lead and inspire cross-functional teams, ensuring flawless project execution from advisory boards to cutting-edge digital strategies
- Uncover and seize organic growth opportunities that expand partnerships and deliver value
- Ensure compliance with industry standards (PhRMA, FDA, OIG) while maintaining impeccable quality
- Empower your team through mentorship and by promoting a culture of collaboration and excellence
- Manage forecasts and steer projects toward financial success
- Provide clear direction, strategic input, and expert guidance to ensure all projects align with scope, budgets, and client objectives
- Creates, writes, and distributes proposals (and proposal addenda/budget adjustments) for organic business growth
- Collaborates with JB Ashtin scientific directors to provide exceptional client service and high-quality deliverables
- Ensure accurate account forecasts and project financials
- Oversees project teams and assigns project deliverables and related tasks including:
 - Selects and manages vendors, oversees meeting logistics
 - Provides strategic input, direction, and leadership at the account and 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
 - Educates staff/clients regarding internal and external policies and process (eg, vendor solutions, MSA, and JB Ashtin policies)
- Serves as liaison between sales and project teams and provides updates on status of accounts and new business opportunities collaboratively with internal and external resources and consults experts as needed
- Any and all other duties that may be assigned by JB Ashtin

Requirements

- Bachelor's degree in life sciences, business, communications, or a related field; advanced degree preferred
- 7+ years of experience in account management within medical communications, healthcare, or life sciences
- Proven track record of managing complex client relationships and leading cross-functional teams
- Strong strategic thinking with the ability to develop and execute high-impact client programs
- Excellent leadership, communication, and negotiation skills
- Ability to manage multiple projects in a fast-paced environment while maintaining attention to detail
- Understanding of and adherence to PhRMA, FDA, and OIG guidelines; Healthcare Meeting Compliance Certification a plus
- Proficiency in MS Office, Teams, Zoom, and an understanding of digital tactics
- A knack for time management and a proven ability to lead in dynamic environments
- Ability to travel

Why Join Us?

JB Ashtin offers a remote, collaborative work environment; a competitive compensation package; opportunities for professional development and growth within an innovative, supportive company; and the chance to collaborate with a team of passionate, like-minded professionals dedicated to partnering with clients to make a positive impact on patient outcomes.

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.

JB Ashtin is an equal-opportunity employer. We celebrate each other's uniqueness and are committed to creating a welcoming environment for all employees.