

Senior Account Manager, HCP

JB Ashtin partners with healthcare innovators to connect science, strategy, and heart—building trust, advancing ideas, and improving patient care. The Account Management team fuels this mission by building trusted partnerships and delivering exceptional service that connects science, strategy, and heart.

KEY ACCOUNTABILITIES

- Lead day-to-day project activities
- Work with project team to ensure seamless project execution
- Contract and manage external resources
- Enhance team efficiency

As a strategic collaborator, the Senior Account Manager serves as a bridge between our clients and internal teams, translating needs into actionable plans and ensuring delivery excellence. Reporting to an Account Director, the Senior Account Manager plays a vital part in driving project success. The Senior Account Manager communicates with empathy and clarity while embodying JB Ashtin's core values of Excellence, Proactivity, Dedication, Respect, Humility, Thoughtfulness, and Fun.

QUALIFICATIONS AND SKILLS

- Bachelor's degree (life sciences degree a plus)
- 3+ years project management experience, preferably in the healthcare communications industry
- Computer experience: MS Office (Excel, Word, PowerPoint, Outlook)
- Able to understand the therapeutic area of assigned accounts at a foundational level
- Understand and adhere to PhRMA, FDA, and OIG guidelines
- Strong time and project management skills with the ability to manage multiple projects, prioritize tasks, and meet deadlines in a fast-paced environment
- Strong attention to detail and commitment to producing excellent work
- Strong verbal and written communication skills, with the ability to collaborate across teams
- Willingness to travel with overnight stays
- Sense of humor and a "team-first" mindset, embodying JB Ashtin's culture of kindness, creativity, and fun

RESPONSIBILITIES

LEAD DAY-TO-DAY PROJECT ACTIVITIES

- Manage all daily activities for individual projects, including, but not limited to, preparing slides; organizing virtual and live meetings, webinars, symposia, congress receptions; developing videos; identifying KOLs; and preparing podcasts, ensuring flawless execution for each task
- Lead client calls with minimal supervision from the Account Director
- Develop trusted internal and client relationships that go beyond day-to-day project delivery
- Generate meeting status reports that address timelines and project details
- Ensure that communications with clients are timely and accurate
- Coordinate with clients and affiliated regulatory teams on necessary approvals and approval processes
- Manage and regularly review project financials and create end-of-project reconciliations
- Manage the invoicing process with internal and external accounting departments
- Demonstrate basic understanding of disease states and current medical/regulatory issues for assigned projects
- Serve as the on-site contact and manage logistical details for the client, when necessary

WORK WITH THE PROJECT TEAM TO ENSURE SEAMLESS PROJECT EXECUTION

- Monitor and ensure that timelines, milestones, and budgets match the scope of service
- Notify staff about changes in project scope before completion, assist in identifying unplanned work, and estimate the required hours for the task.
- Collaborate openly, consistently embodying JB Ashtin's core values in all communications and interactions

CONTRACT AND MANAGE EXTERNAL RESOURCES

- Manage vendors (internal and external), including freelancers (graphics, print, AV) to keep projects on time and within budget
- Draft Project Scope forms for freelance staff
- Order and download requested reference materials

ENHANCE TEAM EFFICIENCY

- Maintain organized project files, follow established workflows, and contribute to process improvements
- Communicate proactively with teams regarding timelines, bandwidth, and potential roadblocks
- Bring a solution-oriented mindset (flag issues early, propose ideas, and help troubleshoot workflow)
- Collaborate to ensure timely, high-quality delivery
- Manage assignments with attention to detail, honoring timelines and communicating early when needs arise

This job description outlines 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.



Expectations at JB Ashtin

At JB Ashtin, success means more than meeting responsibilities.

EVERY TEAM MEMBER IS EXPECTED TO:

LIVE OUR VALUES

Show dedication, respect, humility, and thoughtfulness in daily interactions. Actively listen, value differing perspectives, assume good intentions, and contribute to a positive culture by recognizing others' efforts and showing up fully in team interactions.

COMMUNICATE PROACTIVELY

Share updates, raise issues early, and collaborate with solutions and optimism in mind. Communicate clearly and respectfully, build trust by being reliable, and avoid behaviors that undermine collaboration.

DELIVER RELIABLY AND WITH EXCELLENCE

Be prepared, meet deadlines, and follow through on commitments. Build trust with colleagues by being proactive and dependable in team interactions and ensuring shared work moves forward smoothly. "First draft, best draft" applies to everything we do.

EMBRACE GROWTH AND BALANCE

Stay curious about industry trends, seek opportunities to learn, and apply constructive feedback to strengthen your impact. Practice healthy work-life integration by managing time effectively, being transparent about capacity, and caring for your well-being while meeting the demands of agency life.

PRACTICE RESOURCE ACCOUNTABILITY

Understand the anticipated billable hours assigned to you for each project. Monitor project hours and raise concerns early if it appears that work may exceed allocated time. To ensure thorough client and non-client reporting, track time to the best of your ability and enter it into your timesheet daily. Leverage technology to increase efficiency. Proactively ask for help or request additional work when needed.

DEMONSTRATE AN OWNERSHIP MINDSET

Take responsibility for your work and commitments with integrity. Anticipate needs, identify solutions rather than wait for direction, and balance personal accountability with collaboration (we are a team). Recognize when to involve others, share ownership appropriately, and make decisions that support clients, patients, and company success.

