

Job Description – Account Manager (revised May 2017)

Position Title: Account Manager

FSLA Classification: Exempt

Department: Client Services

Reports to: Client Services Supervisor

Position Summary:

Responsible for developing a thorough knowledge of the Retiree Drug Subsidy (RDS) requirements in order to coordinate the program requirements and provide excellent and ongoing support services to our clients. Must follow our established guidelines, policies and procedures to ensure that the RDS subsidy recoveries are maximized and the client deadlines and timelines are successfully met. Demonstrates a high level of personal initiative, excellent communication skills and strong organizational skills to successfully complete assignments in the established and required timeframes. Interacts with other team members and departments to collaborate in overall efforts, and to help improve and better manage the client outcomes, and to resolve and report any issues as they arise. Follows our established policies and procedures to ensure there is consistency and validation in our final output. Successfully demonstrates a high level of subject matter expertise in utilizing Microsoft programs and other software computer skills proficiency. Provides regular updates and recommendations to management and executives to further assist in the strategic direction of the department and overall corporate growth as needed.

Essential Duties and Responsibilities:

- Coordinates and manages the CMS/RDS requirements for assigned RDS client applications. Includes the processing of payment requests, successfully submitting the annual filing renewals and processing final reconciliations steps within the CMS/RDS guidelines and submission requirements.
- Builds a business partnership with each assigned customer based in trust and confidence that their needs are met and any issues will be addressed and resolved in a timely and professional manner.
- Acts as a consultative business partner, to follow established policies and procedures that will maximize the customer's recoveries through the utilization of our internal services/programs/solutions.
- Proactively anticipates and resolves customer issues, usually remotely via telephone conversations and email updates. Responsible for handling "end to end" total issue resolution and thereby ensuring customer satisfaction.
- Manages the data records for each customer's membership to ensure that information is accurately stored, and that the necessary updates are routinely obtained and applied on a consistent and timely basis. Includes management of service agreements, data sharing agreements, and other documentation requirements.
- Handles the oversight of each client assignment making sure items and deliverables are completed on time and deadlines are successfully met.
- Collaborates with other team members and departments on the final results of our processes and output, and helps to identify when the standards are not met to determine if there are errors, gaps or oversights.
- Uses our internal services/programs/solutions to ensure effectiveness and consistency in work outcomes.
- Maintains strong and positive client and broker relationships, and resolves any customer issues with appropriate actions that will meet or exceed customer expectations.
- Ensures the data integrity and data accuracy in presentations, reports and final outputs are valid, measured and maintained or updated as needed.
- Provides regular and reliable input and communication to management members, keeping them apprised as warranted, and effectively demonstrates that personal work efforts are aligned with the overall corporate business plan.

Additional Duties and Responsibilities:

- Ability to quickly learn computer software and features, research and gather a variety of information, then organize and distribute into a presentable and easy to follow format.
- Provides and regularly applies project management and analytical skills to processes and deliverables.
- Due to the constant changes in CMS/RDS regulations and ongoing requirements, must be able to demonstrate flexibility in the performance of duties.
- Other duties as assigned or as business needs are expanded.

Skills and Attributes:

- Excellent skills with Microsoft Windows (current version), Microsoft Office applications, particularly in Word and Excel, and a familiarity or experience with other computer software programs.
- Exceptional overall computer literacy skills, including file organization, finding tools to accomplish routine goals, and personal management via Microsoft Outlook.
- Excellent writing, communication and interpersonal skills.
- Ability to work in a team environment, and to participate on project teams as needed.
- Must demonstrate a strong initiative and a confident personality in order to maintain all necessary functions within the RDS requirements.
- Strong interpersonal and customer service skills, and the ability to successfully demonstrate effective outcomes and deliverables that meet or exceed client expectations.
- Ability to regularly use business judgment in applying company policies, processes and procedures.
- Must be able to learn new technologies, utilize basic office equipment, and evaluate different software tools as deployed internally.
- Strong organizational skills and time management skills, with the ability to manage multiple clients and to effectively communicate with external contacts (i.e.: brokers, carriers, third party administrators) in fostering positive relationships.
- Demonstrates the ability to be attentive to details, to be very dependable and consistently reliable.
- Provides effective communication skills, both orally and in writing, and the demonstrated ability to resolve customer issues quickly, and to have positive interactions with all workforce members.
- Must be able to handle confidential and sensitive information securely and appropriately.
- Ability and passion to learn the business and industry to assist in the development of new products.

Other Experience, Skills and Attributes:

- Experience utilizing customized computer software in previous positions, with the ability to learn and effectively operate within the company's systems and custom software programs.
- Experience in health care benefits, health care insurance, Pharmacy Benefit Management (PBM), prescription drug administration or medical claims processing.
- Ability to work independently and with limited direct supervision.
- Previous experience in handling a variety of assignments, and the effective ability to multi-task, meet tight deadlines and to work and react well under pressure.

Education and Special Training Requirements:

- Related college coursework preferred, or an equivalent of work experience in several fields such as business, client services, health care industry, medical biller, pharmacy billing, pharmacy technician or other similar vocations in the health insurance industry.
- Minimum two years in a related field with progressively responsible experience in handling a large amount of workload with minimum oversight.

- Requires a demonstrated track record of successful in-person account management skills resulting in a high level of customer satisfaction.

Competencies:

- Oral Communication Skills
- Written Communication Skills
- Reading Skills
- Analyzing
- Collaborating/Cooperation
- Computer Literacy
- Customer Relations
- Documenting
- Filing
- Interpreting
- Leadership
- Math Aptitude
- Organization
- Original thinking
- Planning
- Presentation Skills
- Prioritizing
- Problem Solving
- Professionalism
- Project Management
- Reasoning
- Time Management
- Troubleshooting
- Working without direction
- Working under stress

Qualifications and Work Experience:

- Two or more years of experience.
- Experience with Microsoft Office (current version) including Word, Excel and PowerPoint.
- Healthcare and/or Prescription Drug Administration experience.
- Excellent oral and written communication skills.
- Self-starter that is engaged and able establish good interpersonal relationships.
- Ability to problem solve, to investigate and review data, processes and procedures.
- Experience utilizing customized computer systems and the ability to quickly learn new custom software.

Language Ability:

Ability to read, analyze, interpret general business documents, technical procedures, government regulations and internal software features and processes. Ability to write reports, business correspondence and procedure manuals.

Ability to effectively present information and respond to questions from clients, prospects, supervisors and managers, coworkers and general staff.

Reasoning Ability:

Ability to define problems, collect and review data, establish facts and draw valid conclusions. Ability to interpret a variety of information from customers and vendors to draw valid conclusions, often utilizing the internal tools and feature sets provided. Ability to interpret an extensive variety of detailed or technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to question activities and issues in all functional areas and make sound business decisions based on that data.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing duties the employee is regularly required to sit, use hands and fingers, reach with hands and arms, and to talk or hear. The employee is occasionally required to stand and walk, and occasionally stoop or crouch. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually low-to-moderate.

This job description reflects essential functions and does not prescribe nor restrict the tasks that may be assigned. Employees and workforce members assigned to this position will be required to perform any other job-related duties as assigned by management.