

JOB TITLE: Account Services Client Manager
DEPARTMENT: Account Services
REPORTS TO: Director Account Services
OFFICE LOCATION: Office or Remote
CLASSIFICATION: Exempt
REVISED: August 2022

Job Summary

As a member of the Account Services team, the Account Services Client Manager (CM) is responsible for the timely and excellent execution of Medical Communications and Sole-sponsored programs. The CM is solution-oriented, anticipating issues with an eye toward integrating new ideas & solutions and creative strategies while ensuring effective support to produce superior results.

Job Duties and Responsibilities

- Manage and execute client-facing Medical Communications and Sole-sponsored programs as assigned
- Partner with Business Development on client meetings and updates globally across all lines of business
- Partner and manage a multi-disciplinary internal project team, consisting of scientific content managers, design, editorial, digital services as needed
- Build strong relationships and maintain regular and effective communication with life science partners, key opinion leaders, and internal stakeholders
- Work with multiple teams within the organization to accurately determine, assign, track and manage project plans to ensure deliverables are on time and within budget
- Responsible for management of all phases of the project life cycle, including project financial management and revenue reconciliations both internally and externally for each program
- Work with Account Services Coordinators and delegation of project-specific tasks
- Partner with Account Services lead to facilitate air travel, hotel accommodations, and transportation for delegates and expert faculty when required
- Ensure company systems and procedures are adhered to and/or improved to ensure all expectations are fulfilled
- Comply with organizational requirements for protection and use of intellectual property
- Available to travel as business requires
- Available for teleconferences outside of usual working hours, to help ensure company-level global coverage of program and project needs

The above job description in no way states or implies these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the department and company.

The Company reserves the right to change or alter any of the above duties and responsibilities according to the operational needs of the department and Company.

Education, Experience, and Skills

- Requires a High School education but a college degree preferred
- Experience as a project/event manager, 3+ years, healthcare event management experience a plus
- Demonstrated project management experience for meetings / events delivered both live and virtually
- Experience in internal and external stakeholder management
- Experience leading the project team
- Experience working within budgets and conducting financial reconciliations
- Experienced in spreadsheets and project management software
- Highly efficient in the use of Office 365

Key Competencies

- Be highly organized and able to track multiple operational needs
- Strong communication and interpersonal skills
- Demonstrated excellent decision making, critical thinking and problem-solving capability in a very fast-paced environment.

Conditions of Employment:

Verification of employment history, professional references, and education or training.

Working Conditions and Physical Effort:

- Work is normally performed in a typical interior/office work environment
- Travel may be required based on business needs (domestically and internationally) and attend virtual programs outside of working hours as needed.

Aptitude Health is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Employee Name: _____

Title: _____

Signature: _____

Date: _____