

Account Manager

Type: Full time, flexible (mostly daytime hours)

Location: Remote

Website: <https://www.pocp.com/>

Who We Are

Point-of-Care Partners (POCP) is an innovative health information technology (HIT) management consultancy and provider of strategic electronic health record (EHR) solutions. Our clients include health insurance **Payers**, health care **Providers**, and health information **Technology vendors (PP&T)**, and life science / biotech companies (**Pharma**). We provide HIT expert consultancy services to help our PP&T clients with their strategic positioning and management of the evolution of HIT and its impact on their business. Our life science and biotech clients work with us to educate their field teams and help with EHR solutions that address their business challenges. The current and future environment, regulations, and requirements for change in HIT use has created the need for expansion on our account team.

Committed to the professional growth of all employees, we emphasize work-life balance and continuous learning, particularly in the emerging areas of health IT and EHRs. On the leading edge of the evolution of health care into an electronic world, we are proud to be making a difference by helping put patients first by either operating more efficiently or increasing revenue for our clients, resulting in a more affordable healthcare system.

POCP is an Equal Opportunity Employer. POCP does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

The Role

The Account Manager is a thinker and a doer, meaning you are committed to enhancing your own knowledge through engagement with industry thought leaders and are dedicated to owning deliverables from start to finish across a variety of client project teams – primarily around healthcare, health IT or life sciences. More specifically, you:

- Welcome a varied workload; work with internal and external team members to ensure projects/services sold to clients meet specifications, timelines, and quality standards
- Crave a continuous improvement of self; eager to learn new content and stay abreast on constant change within the industry
- Exhibit utmost professionalism and competence when working with clients; contribute substantially to client satisfaction through flawless project management

You'll work closely with the account team, graphic designers, copywriters, editors and subject matter experts to create and manage project timelines and prioritize deliverables for the team and with our clients.

The ideal candidate will have agency account management experience with a specific focus on health IT, healthcare, or life sciences. In this role, you will collaborate with staff, subject matter experts and freelancers and provide ongoing guidance to the project team regarding items including but not limited to structure, scope of content, technology requirements, art and design, and development needs of the project to ensure product marketing and creative goals are met.

Responsibilities Include but Not Limited To

- Drive and manage workflow of all project team members to ensure the best quality of deliverables
- Check changes and approve versions of the project at various required stages
- Develop milestones and timelines for accomplishing projects and completing deliverables according to customer agreed upon scope of work (SOWs) for both internal team and external client reviews
- Assist with SOW development
- Track progress to SOW estimates from a time management perspective and flag any delays, additional resources needed, or need to be more efficient with time spent
- Create, maintain, and issue weekly status reports as well as daily, annual, and weekly schedules to help manage expectations for external and internal clients
- Orchestrate internal resources and freelance help in accordance with project specifications and timelines

Requirements

- Account management and project management (within healthcare) experience is a ***MUST-HAVE*** ; experience working within pharma or an agency is a plus
- Strong business knowledge in clients services/account management, the healthcare market, the medical industry, medical communications, publishing, and the pharmaceutical industry is a plus
- Working knowledge of graphic design, editorial, technical and production processes
- Ability to efficiently work remotely
- Must be a self-directed professional, able to multi-task and lead cross-functional teams
- Must have strong organizational, interpersonal and communication skills
- "Take charge" attitude and ownership of projects while maintaining relationships in a way that is motivating and endearing to team members
- Experience using Basecamp, Smartsheet, SharePoint, and MS Teams is a plus

Preferred Requirements

- 5+ years of experience agency account management and project management

- Strong analytical skills, attention to detail and strategic thinking
- Able to work both independently and in a team to provide deliverables within deadlines
- Impeccable work ethic, integrity, and ability to work with confidential information
- Strong understanding of accounting and financial reporting principles and practices

Why work at POCP:

- Culture, Culture, Culture! POCP is committed to work-life balance and offers a flexible work schedule accommodable for avid yogis, runners, bikers, or parents and fur-parents alike
- You want to make a difference! POCP is on a mission to improve patient care by advising our clients on the strategic use of health IT
- You're not crazy about commuting or you love hanging out with your dog all day. Since its founding in 2003, POCP has had a virtual model with a distributed workforce
- We offer a competitive salary, bonus structure, path to equity and 401k match program that is vested on day one!

Why you want to work on this team:

- Experience. In this role, you'll be leading a team of exceptionally talented, experienced subject matter experts.
- Growth. In this role, you'll constantly be learning and growing your knowledge base.
- You will be encouraged to get creative with consulting delivery, sales strategy, and sales campaigns.
- You will be working on a team that works hard but knows how to have fun.

To apply, please email your resume and hourly pay requirements to careers@pocp.com.