

Account Manager

Title: Account Manager

Business Unit: AH

Department: Client Services

Reports to: Account Director

Classification: Exempt

Summary of the Job

Avant is a leader in peer-to-peer marketing for pharmaceutical and biotechnology companies, creating comprehensive communication strategies and plans that deliver superior medical and health education to healthcare professionals across multiple channels. The Account Manager (AM) is the bridge between the clients and their project needs. This individual ensures the clients' strategic objectives are met with each project, serves as the trusted advisor to the clients, and must have a strong awareness of the account's strategic direction and knowledge of the clients' products. The AM is in a position of leadership within the organization and must successfully partner with the Project Management Team to oversee large project teams and manage multiple projects within an account. The success of this position relies on the success of the team, meeting clients' expectations, partnering with Avant colleagues, and individual performance.

Essential Functions

- **Provide support in driving strategic partnerships with clients by having and applying knowledge of their products and objectives**
 - Act as liaison between client and project teams
 - Ensure strategic objectives are met with each client project
 - Support organic growth opportunities for the account through a strong understanding of Avant capabilities, client needs, and attention to buying signals
 - Actively participate in strategic brainstorming sessions and annual strategic planning
- **Partner successfully with Project Management Team to execute projects from the initiating and planning phases through the closing phase**
 - Develop and manage project creative briefs and client scope statements
 - Supervise projects to ensure tactical and strategic goals are met
 - Follow all policies, procedures, industry standards, and compliance guidelines and ensure team members' adherence
 - Execute client status meetings and prepare all meeting materials and follow-up items (agendas, notes, etc.)
 - Monitor the overall project scope from a client and account perspective and communicate scope changes when necessary
 - Provide final approval on all deliverables to ensure strategic objectives are met
 - Develop and communicate status reports with management and the client; monitor project and team results against client expectations
 - Monitor and manage project-related risks and issues in partnership with the project manager; resolve and escalate risks and issues to the client when needed

Administrative/Additional Functions

- **Travel:** this position requires moderate overnight/weekend travel (up to 30%); the AM provides on-site leadership of program management at events such as speaker training meetings, advisory boards, and dinner programs for healthcare professionals

- **Work schedule/hours:** this position requires occasional nonstandard work hours (up to 20%) in accordance with project needs, deadlines, deliverables, and urgent client requests
- Perform other duties and responsibilities as assigned by management
- Attend and contribute to department meetings and trainings
- Help create service or departmental standard operating procedures
- Pursue a Continuing Professional Development program

Education and Experience

- BA/BS or equivalent required
- 3-4 years of team leadership experience required
- 3-4 years of client/customer management experience required
- Leadership experience in a corporate, marketing, or life sciences environment preferred
- Project management experience preferred

Competencies

- Behaviors and qualities of a professional and a lifelong commitment to **professional development** as demonstrated by a **superior** ability to **manage time**, work in a **collaborative** way, **adapt** to change, act in a **professional manner**, **manage stress**, and demonstrate a **service orientation**
- A commitment to conducting business according to the highest ethical standards as demonstrated by a **superior** knowledge of **industry legal compliance guidelines**, **organizational ethics**, and demonstration of **personal ethics and integrity**
- Ability to communicate effectively as demonstrated by **advanced** level **verbal skills**, **writing skills**, **presentation skills**, and a **strong** ability to **influence and impact others through meaningful and persuasive delivery**
- Applies the knowledge, skills, and abilities necessary to achieve continuous quality improvement as exhibited by **excellent** **accuracy**, **problem solving**, **quality management**, and **client-readiness** behaviors
- Leadership skills as distinguished by a **strong** ability to **develop vision and strategy**, **manage change**, **build relationships and influence others**, **build and lead effective teams**, and **achieve results**
- A wide range of healthcare-related industry expertise, including an **intermediate** level of **client knowledge and clinical and scientific knowledge**
- Vision and innovation as displayed by a **strong** ability to **think critically and creatively**