

Account Manager

Job description

Job overview

The account manager (AM) will have an overview of the account teams they work across, utilizing their established med ed skills to drive the day-to-day account handling, project and financial management, while providing direction, support and coaching to the more junior members of the account team.

The account manager will be expected to expand their industry awareness, communication and project management skills to identify new opportunities, while proactively challenging and contributing to client handling activities and playing an increasing role in strategic input.

Core responsibilities

Account management

- Day-to-day management of client projects/client
- Manage and motivate the junior team activity to ensure objectives set are achieved to the highest possible standards
- Provide junior team with clear and accurate project briefs and delegate workload accordingly
- Provide constructive and timely feedback to team
- Highlight any training and development needs of the junior team to line managers
- Regularly update client on progress and any changes to ongoing account activity
- Ensure timely response by team to client inquiries
- Continue to develop and manage supplier relationship with DJM/Blue Dog
- Ensure all written communication for team is produced within the Virgo House Style format and quality
- Accurately input hours worked into timesheets on SAP

Client activity

- Develop and maintain strong relationship with clients through regular contact
- Demonstrate a sound understanding of client business, industry, their competitors and business objectives
- Provide strategic counsel to clients, based on knowledge of their business and the market
- Develop the ability to effectively manage clients' expectations
- Challenge and negotiate with clients where appropriate
- Identify opportunities for organic growth with existing clients

Financial management

- Assist the senior account team to ensure realistic setting and meeting of client deadlines and budgets
- Assist with budgetary control, developing estimates and accurate invoicing
- Take responsibility to track costs to avoid overspend

Industry awareness

- Continue to develop an understanding of the evolving US healthcare system applying growing knowledge towards the implementation and development of client and new business programs
- Build an in depth knowledge of the pharmaceutical industry and Virgo environment
- Keep updated on new developments within the med ed industry, Virgo offering and other agency activity
- Keep updated on the FDA and other regulatory bodies including GPP that impact on client business

Experience/skills required

- Excellent people management skills
- Excellent verbal and written communication skills
- Excellent project and time management skills
- Ability to multi-task and work under pressure
- Ability to use own initiative
- Financial management skills
- Good negotiating and influencing skills
- Excellent editing and quality control skills

Level of experience

- Account management experience within a med ed agency

Qualification

- Science degree or of graduate calibre

Virgo behaviors

- Team working
- Passionate commitment
- Open communication
- Professionalism and client focus
- Self development
- Commercial awareness
- Creativity
- Embracing change
- Coaching

Key performance indicators

- Performance appraisal & performance objectives
- Bi-annual client service review
- Client retention
- Progress skills logs

Personality characteristics

- Integrity
- Approachable
- Team player
- Detail focused
- Assertive
- Challenging
- Confident
- Organized
- Self aware