(Serve you.)

CUSTOM Rx MANAGEMENT

Strategic Account Executive

Position Summary:
The Strategic Account Executive (SAE) is responsible for developing and enhancing relationships with Serve You's business partners, with a focus on those partners (third party administrators and brokers) whose activities impact multiple accounts or groups. The focus on non-client strategic partners will support account executive staff as they manage the relationships with specific accounts. In addition to the cross-account business partner relationship management, the SAE will directly manage some client accounts as identified as strategic by Serve You and will be responsible for the profitable retention and overall client satisfaction of these accounts.

The SAE interacts with management to develop and implement initiatives consistent with Serve You goals and objectives and accepts responsibility for the support and development of account coordinators, account managers, and account executives.

Essential Duties and Responsibilities

1. Identify new strategic partnerships and enhance existing strategic relationships within the TPA and broker community to achieve Serve You growth and profitability goals
2. Assist account management staff to gain influence within existing accounts and access to the executive decision makers for the long-term profitable retention of Serve You clients
3. Lead the strategic planning for designated clients and strategic business partners including education and promotion of Serve You products and services
4. Deliver solutions based consultation; identify trends, pharmacy benefit design, products and programs, working in concert with the Serve You Account Management Team
5. Work with management team to enhance training and development within client services department, including accepting direct responsibility for the professional growth of tactical account management personnel (account coordinators)
6. Position Serve You capabilities to drive growth and retention goals with strategic partners
7. Achieve retention and profitability goals with strategic partners and assigned book of business
8. Provide process improvement recommendations to internal and external partners to ensure consistent use of industry and operational best practices
9. Lead customer audit activities to ensure designated targets are met and delivered timely and accurately
10. Lead RFP process on existing relationships and assist sales team on new business RFP's
11. Present and lead finalist presentations including preparation, analysis and delivery for the retention of strategic accounts and to assist sales in winning new business
12. Serve as a consultative business partner to strategic clients/partners
13. Maintain knowledge of current events and engage strategic partners proactively with direct or indirect industry changes which impact their business
14. Serve as the PBM industry expert with strategic clients and business partners
15. Assist the Account Management team with strategic planning and meetings to ensure retention of clients and business partners
16. Perform other duties as assigned

Required Education and Experience

- Bachelor's degree preferred, or combination of education and work experience
- Minimum of 5-7 years client-related benefits experience, preferably working with self-funded employers and third party administrators
- Previous PBM experience strongly preferred
- Leadership experience a plus

Competencies

- Strong verbal and written communication skills; ability to speak clearly and effectively convey complex or technical information at the executive level
- Strong time management, organizational and prioritization skills
- Ability to effectively manage multiple tasks simultaneously
- Proficient in Microsoft Office suite, including Microsoft Word, Excel, Outlook and PowerPoint
- Comprehensive business understanding of the PBM industry
- Ability to write a strategic account business plan

Required Credentials / Licensing / Certification

- Must have a valid driver's license and have access to reliable transportation to conduct business meetings

Physical Demands:

- Sitting for extended time periods (between 8-10 hours/day). Operate typical office equipment such as a computer, telephone, fax machine, copy machine, etc.