

**Job Title**

Account Director

**FSLA Status**

- Non-Exempt
- Exempt

**Reports To**

Senior Account Director

**Date Revised**

May 2010

**Job Summary**

The Account Director is primarily responsible for the strategic development, budgeting and operational oversight of voluntary networks. The Account Director is the main contact with the pharmaceutical client and is the liaison between the client and the H.A.S. team. The Account Director is responsible for oversight of H.A.S. team work flow and assignments.

**Essential Job Functions**

The Account Director interacts directly with pharmaceutical clients to develop and implement strategies for the successful operation and growth of voluntary networks. To be successful, the Account Director must initially develop and then manage the operational budget of the network, manage client relations, manage the H.A.S. team that supports the network, and establish new relationships and opportunities that contribute to the broader understanding and use of advocacy programs for clients. Responsibilities include:

- Primary client contact
- Strategic oversight of multiple voluntary networks
- Development and management of Statements of Work and budgets
- High level management of client relationships and main liaison between client and H.A.S. team
- Identification of new business opportunities within existing networks and clients
- Identification of new business opportunities within the greater pharmaceutical community
- Management of team work flow and team assignments
- Guide and oversee management of all Network execution and final review/approval of all key documents prior to submitting to client
- Ensure that all team members are following company and client protocols to vigilantly collect and protect patient and client data which requires accurate and timely documentation, including adverse event reporting
- Nurture and develop effective relationships with patient advocates, vendors and agency partners
- Ability to work in a dynamic environment where work priorities can often change
- Other duties as assigned

**Other Duties**

The Account Director position is required to account for her/his time through the company time management program. The Account Director position is expected to work 90% on account work and 10% or less on administrative tasks not related to client work.

**Educational/Skills/Minimum Experience Requirements**

- Excellent verbal and written skills (writing samples requested);
- Superior interpersonal skills with proven track record of developing and maintaining excellent relationships;
- Experience developing, managing and delivering upon client expectations;

- Expertise in strategic planning and budgeting;
- Understanding of public relations and marketing program components and approaches;
- Ability to manage and mentor staff with strong focus on team development but continue to be responsible for strategy;
- Demonstrated success in detail-intensive work; Skilled project manager;
- Ability to anticipate and solve problems;
- B.A. in English, Journalism or the equivalent preferred but not required; Health or science degree a plus;
- Minimum of 7 years of work experience in media relations, public relations, marketing, advocacy work and/or health care-related writing;
- Skilled in Microsoft Excel and PowerPoint; Access a plus;
- Previous work with patients and health care staff and/or in the health care field desired