

**Job Title**

Account Executive

**FSLA Status**

- Non-Exempt
- Exempt

**Reports To**

Vice President

**Date Revised**

May 2010

**Job Summary**

The Account Executive primarily recruits, evaluates, trains and deploys patient advocates to share their disease and treatment experiences on behalf of H.A.S. clients. The Account Executive also interacts with H.A.S. clients and their partner agencies to manage the advocate experiences and help ensure they are utilized efficiently and effectively.

**Essential Job Functions**

The Account Executive is the key person who interacts with patient advocates involved in projects for pharmaceutical clients and their agency partners. To be successful, the Account Executive must efficiently recruit, evaluate, train and manage patient advocates who participate in activities for our pharmaceutical clients. Responsibilities include:

- Recruiting patients by interviewing them and assessing their ability to participate in activities (media interviews, marketing videos and other activities)
- Providing training to patients advocates who are giving live presentations
- Managing placement of patient advocates through phone and email, including coordinating their travel logistics
- Following company and client protocols to vigilantly collect and protect patient and client data which requires accurate and timely documentation, including adverse event reporting
- Writing and submitting materials to support patient networks, including talking points for patient advocates, brochures and other materials
- Utilizing Microsoft Access database to record all information concerning patient recruitment, communication and utilization for information management
- Responding to client, partner agency and sales force requests for information
- Nurturing and developing effective relationships with patient advocates, vendors, agency partners and clients
- Tracking multiple data points, for client and internal processes
- Accurately reporting client and internal meetings in written documentation
- Ability to work in a dynamic environment where work priorities can often change
- Other duties as assigned

**Other Duties**

The Account Executive position is required to account for her/his time through the company time management program. The Account Executive 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, such as being a good judge of someone's skills and anticipated fit for identified activities;
- Demonstrated success in detail-intensive work;

- Skilled in Microsoft Access, Excel, PowerPoint;
- Ability to anticipate and solve problems;
- Proven experience to work on and prioritize multiple work projects simultaneously;
- Previous work with patients and health care staff and/or in the health care field desired;
- Proven track record of developing and maintaining excellent relationships;
- B.A. in English, Journalism + 3-5 years work experience in media relations, public relations, marketing, advocacy work and/or health care-related writing *or* the equivalent in education and experience.