

Account Manager

Description

Who We Are: SmithRx is a rapidly growing, venture-backed Health-Tech company. Our mission is to disrupt the expensive and inefficient Pharmacy Benefit Management (PBM) sector by building a next-generation drug acquisition platform driven by cutting edge technology, innovative cost saving tools, and best-in-class customer service. With hundreds of thousands of members onboarded since 2016, SmithRx has a solution that is resonating with clients all across the country. We pride ourselves for our mission-driven and collaborative culture that inspires our employees to do their best work. We believe that the U.S healthcare system is in need of transformation, and we come to work each day dedicated to making that change a reality. At our core, we are guided by our company values: Integrity: Always operate with honesty and transparency so we earn the trust of our clients. Courage: Demonstrate the courage needed to take on a broken industry and continuously improve what we offer to optimize health outcomes. Together: Foster a collaborative and inclusive environment that values teamwork, respect, and open communication, and encourages creativity and diversity of thought

Job Summary: The Customer Success Team is focused on helping SmithRx's clients derive the full value of their PBM services. We build and manage effective relationships with our customers' operational leadership, communicating the value of our services in the context of customers' business goals with the goal of retaining high performing, satisfied customers. We identify risks to client satisfaction proactively and collaborate across product and operational lines to tenaciously pursue solutions and advocate for our clients. As an Account Manager, you will be responsible for ensuring the complete post-sale success and satisfaction of SmithRx customers. You will bring strong industry and product knowledge and serve as a trusted advisor and business partner for your client's operational leadership. The Account Manager begins involvement with their client at implementation kick-off and is responsible for the development and maintenance of the client success plan, orchestrating the involvement of additional SmithRx teams to ensure that the client is achieving their stated business goals

What you will do: Complete reporting and data requirements based on client and team needs Be accountable for customer satisfaction and retention of assigned client(s) Build trusting relationships with client operational leadership Maintain a comprehensive understanding of business challenges faced by customers Apply cross-functional project management to drive resolution for escalated client issues, coordinating internal and external teams as necessary Support research and data activities to drive resolution for escalated client issues, coordinating with internal and external teams as necessary Identify product gaps by conducting business impact assessments and managing client expectations Prioritize issues and assess escalations that may lead to client attrition risk with the Account Managers to ensure a strong mitigation plan is in place

What you will bring to SmithRx: Requires 3-5 years of direct account management or relationship management experience in the healthcare space; working knowledge of commercial health insurance and pharmacy benefits strongly preferred A positive growth mindset with the ability to approach difficult situations in a calm and focused manner; understand the challenge and move forward tactfully towards a solution An obsession with customer experience and customer satisfaction A passion for solving difficult problems together in collaboration with the broader team Executive-level communication and interpersonal skills, with the ability to effectively navigate and mediate conflict and foster honest dialogue Experience in Client relationship management ensuring expectations and deliverables are documented and met, key stakeholders are informed, and client satisfaction is achieved Ability to work independently as well as part of an extended, cross-functional team Self-driven,

Hiring organization

SmithRx

Job Location

Lehi, Utah, United States

Date posted

May 23, 2024

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results-oriented and disciplined work ethic Ability to take initiative with little to no direction Be transparent and honest in a positive, professional and polite manner Expert conflict resolution skills Highly effective communicator with a consultative and tactful approach; Ability to observe situations and scenarios from the client or member's point of view Bachelor's degree or equivalent experience required What SmithRx Offers You: Highly competitive wellness benefits including Medical, Pharmacy, Dental, Vision, and Life Insurance and AD&D Insurance Flexible Spending Benefits 401(k) Retirement Savings Program Short-term and long-term disability Discretionary Paid Time Off 12 Paid Holidays Wellness Benefits Commuter Benefits Paid Parental Leave benefits Employee Assistance Program (EAP) Well-stocked kitchen in office locations Professional development and training opportunities Please mention the word ****IMPRESSIVENESS**** and tag RMTguMjM2LjE3Ny4yMjk= when applying to show you read the job post completely (#RMTguMjM2LjE3Ny4yMjk=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com