

Job Description – Principal Account Manager (Level III)

Position Title: Principal Account Manager

Reports to: Manager of Client Services

Department: Client Services

FLSA: Exempt

Position Summary:

Responsible for managing the Retiree Drug Subsidy (RDS) requirements and coordinating with your assigned customers. Able to work under pressure to ensure all client deadlines are successfully met. Displays a high level of personal initiative, strong communication and organizational skills to successfully complete workload. Successfully demonstrates a very high level of expertise in utilizing Microsoft programs, proprietary software tools.

Essential Duties and Responsibilities:

- Coordinates and manages the CMS/RDS requirements for assigned RDS client applications.
- Maintains strong and positive client and broker relationships.
- Monitors all deadlines and RDS requirements, keeps management duly apprised as warranted.
- Follows established guidelines, policies and procedures that will maximize the customer's recoveries.
- Recognizes when information or deliverables are hindering our progress with meeting an impending deadline and takes appropriate action.
- Manages the data records for each customer's membership to ensure that information is accurately stored.
- Collaborates with other team members and departments on the results of our processes and output.
- Provides and regularly applies project management and analytical skills to processes, output, and deliverables.
- Mentors and collaborates with other team members and assists with training new Account Managers.
- Provides excellent customer service to large clients that have more complex requirements.
- Performs other duties as assigned or as business needs are expanded.
- Partners with other departments, managers, and executive management, to ensure that we achieve high-end service results.
- Assist other staffers with complex client issues through email or client calls.

Skills and Attributes:

- Outstanding writing, communication, and interpersonal skills.
- Self-starter that is engaged and able establish good interpersonal relationships.
- Previous experience in handling a variety of assignments, able to multi-task, meet tight deadlines and to work and react well under pressure.
- Strong computer literacy skills, including Microsoft Office applications, file organization, and finding tools to accomplish routine goals.
- Ability manage multiple clients and work independently and with limited direct supervision
- Ability to problem solve, to investigate and review data, processes, and procedures independently.
- Must be able to handle confidential and sensitive information securely and appropriately
- Excellent customer service skills that successfully meet or exceed client expectations.
- Demonstrates the ability to be attentive to details.
- Ability and passion to learn the business and industry to assist in the development of new products.

Education/Certification/Experience:

- Bachelor's Degree preferred by not required
- Minimum five years of experience in health care benefits, health care insurance, prescription drug administration or medical claims processing.
- Minimum seven years of customer service experience.
- Related college coursework preferred.
- Excellent oral and written communication skills.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.