

Job Description – Account Manager

Position Title: Account Manager – DEV Team

FSLA Classification: Exempt

Department: Dependent Eligibility Verification Team (DEV) - Processing Center

Reports to: Eligibility Verification Manager

Position Summary:

Responsible for working with Dependent Eligibility Verification (DEV) clients to provide various analytical and customer service tasks relating to client projects. Including mailings, timelines, phone discussions, meetings, reporting, and client deliverables. Able to work under pressure to ensure all client deadlines are successfully met. Interacting with the Processing Center and Eligibility Verification manager daily.

Essential Duties and Responsibilities:

- Responsible for tracking client project timelines, deliverables, and due dates, and provide reminder notifications to internal staff when a project, mailings or task is approaching deadline.
- Serve as the primary point of contact and general liaison between PDA and the DEV customer.
- Works with Supervisors to coordinate the workflow and output in the Processing Center department to ensure upcoming due date tasks are completed or as directed by the management.
- Generates weekly status reports along with coordinating and leading bi-weekly client conference status calls.
- Manages client inquiries and incoming email communications, fielding questions in a timely and effective manner.
- Monitors client bi-weekly/monthly file feeds from the ongoing maintenance REV clients to ensure mailing timelines are met.
- Handles client communications such as postcard reminders, announcements, and confirmations, and tracking of the progress for reminders and telephone calls indicating final requests for required information of missing details or unclear responses. Assigns to staff as needed.
- Creates presentations, compiles data reports and spreadsheets, composes correspondence, and prepares other customized documentation with consistency, thoroughness, and accuracy.
- Coordinates the preparation of client mailings, including mail merge, printing.
- Assigns tasks to the processing center as deadlines approach.
- Monitors envelopes and supplies inventory to ensure adequate levels are maintained.
- Performs other related duties as assigned.

Skills and Attributes:

- Excellent skills with Microsoft Windows (current version), Microsoft Office applications, particularly in Word and Excel, and a familiarity or experience with other computer software programs.
- Excellent writing, communication, and interpersonal skills.
- Ability to work in a team environment, and to participate on project teams as needed.
- Strong organizational and time management skills, with the ability to manage multiple clients and to work independently and with limited direct supervision.
- Must be able to handle confidential and sensitive information securely and appropriately.
- Ability and passion to learn the business and industry to assist in the development of new products.

Education/Certification/Experience:

- Related college coursework in business or an equivalent work experience preferred. Direct experience weighted more heavily than specific degree achieved.
- Any work experience in fields such as business, client services, health care industry, and pharmacy services other similar vocations in the health insurance industry.
- Excellent oral, written, and organizational skills.
- Ability to problem solve, to investigate and review data, processes and procedures.
- Strong familiarity with general computer systems and the ability to learn custom software tools and features quickly and effectively.

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.