



CRUMDALE — PARTNERS —

Account Manager (PBM Focused)

Workplace type: Remote or Hybrid

Job type: Full-time

About Crumdale Partners:

Crumdale Partners is a diversified insurance firm providing custom, self-funded healthcare solutions to a limited distribution network of brokers, consultants, and agents nationwide. Ranked on the Inc. 5000 Fastest Growing Companies and Best Workplaces, we leverage industry expertise, superior talent, data analytics, and a disruptive mindset to manufacture, underwrite, and administer agile, transparent, and cost-saving solutions. We optimize the fragmented health benefits supply chain to reduce health benefit costs and create better outcomes for employers and employees.

At Crumdale, people come first. We strive to make a positive impact on the people we serve. We believe this starts with the passion and purpose of our team. Our company culture is rooted in alignment, innovation, and integrity.

About the Job:

The PBM focused Account Manager will handle day-to-day relationships with their clients, working to troubleshoot and respond to different types of requests. This role is a cross-functional opportunity where you will work with multiple partners to find client solutions. You will be handling reporting, analyzing trends, and addressing emergent needs for your clients.

Responsibilities:

As the Account Manager, you will be one of the faces of Crumdale Partners, with whom your clients and PBM partners interact daily. In addition, you will:

- Interact with internal Crumdale associates to support client strategy
- Coordinate client meetings
- Assist PBM Strategic Account Executive with implementation tasks to ensure a smooth transition of client from other organizations
- Prepare and provide clients with performance reports; present when applicable
- Use critical thinking skills to proactively manage client issues
- Document and triage client-related issues/escalations
- Escalate high-priority items to the management team
- Build relationships with brokers, consultants, TPAs, and employers
- Proactively provide follow-ups and feedback to clients
- Complete assigned tasks and projects according to appropriate timelines agreed upon with client and internal stakeholders

Qualifications:



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- 3-5 years Account Management experience in the PBM industry
- Client customer service experience with ability to build trust and establish meaningful relationships
- Ability to work with cross-functional teams
- Individual should possess strong interpersonal skills
- Individual should possess strong analytical and process management skills
- Must be able to handle multiple tasks and work in a fast-paced environment
- High level of accuracy and attention to detail and ability to manage to strict deadlines
- Strong critical thinking skills
- Must be able to demonstrate integrity and a commitment to values

Travel:

- 10% - 15%
- Ability to travel as needed to client groups, corporate office, or industry related events

Experience:

- Previous experience working with employers, members, consultants, and brokers

Education:

- BA or BS preferred

Benefits:

- Medical insurance
- Vision insurance
- Dental insurance
- 401(k)
- Disability insurance