



**CRUMDALE**  
— PARTNERS —

**Strategic Account Executive – PBM**

**Workplace type:** 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 Strategic Account Executive (SAE) – PBM is responsible for the customer's total service experience with Crumdale. The SAE acts as a trusted advisor while managing ongoing client relationships (with brokers, TPAs, and employers) and ensuring service delivery with a focus on the pharmacy benefit. The SAE acts as the client-centric, client-facing resource for assigned clients. The SAE represents clients internally as an advocate and coordinates with other functional areas within the company to implement client benefits, complete projects, and address service needs; This includes serving as the key liaison between the customer and Crumdale, building strong relationships with our client groups, implementing benefit communication programs with the client's organization, helping the client interpret data to guide decision making, and troubleshooting any issues that may arise to ensure client satisfaction with Crumdale. The commitment and dedication required of the Strategic Account Executive is critical to the growth and success of the company.

**Start Date:** ASAP

**Duties & Responsibilities:**

- Designated lead point of contact for assigned clients and own overall and day-to-day client service delivery
- Responsible for the overall establishment and maintenance of a successful and lasting client relationship while supporting all aspects of each client's account
- Create unique consultative partnerships with each client group to achieve their designated outcomes or goals
- Build relationships with brokers, consultants, TPAs, and employers
- Manage and support the successful implementation of client prescription benefit plan and ongoing communication for our partnerships
- Accountable for client satisfaction and retention



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- Participate in client meetings and finalist presentations
- Present and support client presentations with a focus on trends identified from client's data
- Support key client groups on areas including contract renewal, pricing, benefit, or clinical program changes
- Ensure a successful new client implementation and smooth transition of client from other organizations
- Ensure delivery and accuracy of client's pharmacy deliverables (e.g. invoices, rebates, true-ups, reports, performance reviews)
- Manage ongoing contract relationships and service delivery to clients with a focus on the pharmacy benefit
- Monitor progress to deadlines
- Ensure appropriate and effective communication among team members, the client, their advisors, and the PBM
- Communicate issues internally and provide support to resolve benefit escalated questions and service issues
- Assist with the preparation and presentation of deliverables and outcomes
- Support the pharmacy practice on internal marketing or intellectual capital initiatives
- Partner with internal Account Managers to address client needs and proactively manage the pharmacy benefit program
- Represent client internally and coordinate with other functions to implement client systems, complete projects, and address ongoing service needs
- Own new client relationship from implementation through renewals
- Own client's performance review process
- Product consultation and upsell
- Contract negotiations
- Pharmacy trend management and cost containment
- Other duties as assigned

**Qualifications & Skills:**

- Gritty self-starter who can thrive in a high-growth, entrepreneurial startup environment
- Deep-rooted knowledge of the PBM industry and current industry trends
- Extensive knowledge of PBM contracts, pricing, clinical/financial programs, and trend management
- Strong verbal and written communication skills including presentation skills within a client relationship management setting with internal and external parties
- Fundamental knowledge of pharmacy, market trends, and competitive landscape, with an ability to assess and consider these factors when developing strategies
- Solid understanding of health and welfare benefits claims processing and claims payment administration
- Exceptional interpersonal and communication skills, comfortable and poised in any setting from small face-to-face meetings to large conference-like presentations
- Effectively build trust and establish meaningful relationships within clients, vendors, and internal departments
- Solid financial acumen, with an understanding of marketplace economics



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- Ability to work with lower staff and C-suite with all partners (brokers, TPAs, employers, PBMs, partners and Crumdale Pharmacy Team)
- Independent critical thinker with strong analytical, reasoning, and problem-solving skills
- Ability to work independently and in a collaborative group setting
- Solid organizational skills and must be able to adhere to strict deadlines
- Reputation of ethical and professional character
- Expert with MS Office suite (Excel, Word, PPT)
- Working knowledge of Salesforce
- Working knowledge of Microsoft Teams, OneDrive, and Citrix SharePoint

**Experience:**

- 5+ years client-facing account management experience at a reputable PBM
- Previous experience working with employers, members, consultants, brokers and TPAs

**Education:**

- BA or BS
- MBA &/or PharmD preferred

**Location:**

- Newtown Square, PA (preferred)
- Work from home

**Travel:**

- 25%
- Ability to travel as needed to client groups, corporate office, or industry related events

**Benefits:**

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