Strategic Account Executive

Workplace type: Onsite preferred (Paoli, PA), Remote, or Hybrid

Job type: Full-time

Company Overview:

Crumdale Partners is a diversified insurance firm with deep employee benefits expertise and experience that provides contract negotiation services and harnesses unique alternative risk financing methods. Together with innovative benefits consultants across the country, we work to lower employee benefit costs, enhance benefit coverage, and implement contracts that deliver market-leading performance for employers and better outcomes for employees.

About the Job:

The Senior Account Executive (SAE) is responsible for the customer's total service experience with Crumdale. The SAE acts as a trusted advisor while managing ongoing client relationships (brokers, TPAs, and employers) and ensuring service delivery with a focus on the pharmacy benefit. Acts as the client centric, client facing resource for assigned clients. Represents clients internally as 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 SAE is critical to the growth and success of the company.

Responsibilities:

- Designated lead point of contact for assigned clients and owns 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
- 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 in 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

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
- Ability to work with lower staff and C-suite with all partners (brokers, TPAs, employers, PBMs, partners, and staff)
- 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

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

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 and/or PharmD preferred

Benefits:
- Medical insurance
- Dental insurance
- 401(k)
- Flexible PTO