



JOB TITLE:

Group Account Supervisor – Client Services

ABOUT US:

Established in 2004, Profero Group is a dynamic company that continues to experience tremendous growth. We are a creative group of friendly, talented, service-oriented people working in a fast-paced agency environment. We take pride in being a workplace that our employees look forward to coming to each day. Our unique focus is in developing managed markets/payer materials for our clients in the pharma and biotech industries.

JOB DESCRIPTION:

Profero Group is recruiting a Group Account Supervisor who will be responsible for client strategy and assuring and maintaining client satisfaction as the primary client point of contact. The Group Account Supervisor will serve as a liaison between clients and cross-functional internal teams to ensure timely and successful delivery of solutions according to customer needs. The ideal candidate should have a high level of intellectual curiosity with a drive for results. The Group Account Supervisor will be the first dedicated Client Services function at Profero Group, and therefore will have the opportunity to define how Profero manages accounts for the future. A small company environment provides a wonderful opportunity to make an impact working collaboratively with the design team and other Profero team members to fulfill client needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Client/Account Management:

- Own the client relationship for a defined group of accounts
- Cultivate a detailed understanding of client products, therapeutic areas and disease conditions, fully understanding competitor landscape and overall market trends
- Demonstrate expertise in managed markets/payer
- Understand and be fully involved in planning sessions to determine client business goals
- Lead and/or support calls with client and internal review committees regarding content and direction of pieces
- Liaise and collaborate with internal teams on overall project plans, objectives, milestones, and deliverables
- Be comfortable with independent decision-making to provide clear direction to internal teams on all aspects of project management to ensure client expectations are met or exceeded
- Lead promotional review process for all created materials, including submissions to clients' review systems
- Manage all aspects of client budgets, including reconciliations and projections



Business Development:

- Responsible for organic growth of existing client project work and up-selling where appropriate
- Work with data team to help identify market opportunities that will further client business by presenting pull-through opportunities to clients
- Assist in supporting new business development efforts with director(s) by contributing to new business creative, strategic, and program development as requested

IDEAL QUALIFICATIONS:

- 7+ years of experience in a highly regulated industry, e.g., pharma (managed markets/payer agency preferred)
- Bachelors Degree in marketing, advertising, communications, or related subject
- Experience required in managing a large book of business and exceeding financial goals
- Desire to be hands on with client deliverables
- Extraordinary attention to detail and big picture thinking
- Strong oral and written communication skills
- Proficient in Microsoft Word, Excel, PowerPoint, and Outlook

TRAVEL REQUIREMENTS:

Ability to travel required up to 10%-15% for client meetings (most of the travel is local to the Pennsylvania/New Jersey area)

COMPENSATION:

This is a full-time position, and salary is commensurate on experience. Medical, dental, and eye care health benefit package, vacation, sick and floating holidays, and 401K. Bonus target is based on performance with upside based on business growth. Other perks include a modern building and office space, and a gym for employees.