



Account Manager

What You'll Do:

As the Account Manager you will be:

- Providing prompt and accurate responses to routine client inquiries, including report requests. Coordinating with other departments as needed, escalating as appropriate, and following to resolution.
- Using the implementation work plan, coordinating client implementations, including data entry of client benefit plan information and client sign-off of the benefit design specifications, tracking for timely completion of all other work plan tasks, and escalating and/or engaging others on implementation team as necessary.
- Providing client support to the Account Executive, including but not limited to requesting and routing necessary reports, tracking timely request completion, and internal routing of benefit change paperwork.
- Training clients on self-service tools such as for claim lookup or administrative overrides.
- Coordinating the fulfillment of in-writing collateral, including client and member mailings, welcome kits, and other communications.
- Supporting the team by representing Serve You Rx at “lunch-n-learn” opportunities, health fairs, open enrollment, or other meetings as assigned.
- Coordinating the ongoing internal review process for policies and procedures within the PBM Operations department.
- Other duties as assigned.

Qualifications:

- Bachelor's degree or equivalent combination of education and experience preferred.
- At least two (2) years of relevant work experience in employee benefits required with a minimum of one (1) year client or member facing experience preferred.
- Maintain a valid driver's license and personal insurance liability coverage.

Why Serve You Rx?

Serve You Rx is a full-service pharmacy solutions provider based in Milwaukee, Wisconsin. We specialize in pharmacy benefit management, mail order services, and specialty medication management. For more than 35 years, Serve You Rx has been collaborating with benefit advisors, third-party administrators, and employers to design and deliver strategies that reduce prescription drug costs and improve consumer access to affordable and clinically appropriate medication therapies. Serve You Rx is privately held, and our owned assets include our Specialty Pharmacy, mail order pharmacy, and member services call center.

In addition to the great workplace culture, Serve You Rx offers generous benefits to include: medical (HMO and PPO), dental, vision, 401k, HSA, identity theft and legal coverage, pet insurance, and up to 16-18 days of paid time off in your first year. If working on site, we offer a newly remodeled and clean facility, easy on/off freeway access, plenty of free surface parking directly outside our facility doors, scenic walking trails, a wide variety of restaurants and shopping nearby, and food trucks in the park when weather permits.

Qualified applicants are encouraged to apply! Send your cover letter, resume and salary requirements to HR@ServeYouRx.com