



Pillow Pharmahealth

Account Manager – Job Description

About Us

Pillow Pharmahealth (Pillow^{PH}) is a start-up Pharmacy Benefit Manager founded to disrupt the marketplace by bringing clarity, great service and lower costs to patients and payers. Pillow^{PH} is looking for hardworking people to join our team.

Position Summary

The Account Managers will be responsible for maintaining day-to-day relationships with Pillow Pharmahealth's clients. These managers will work with all levels of management within Pillow^{PH}, it's vendors and the clients we serve.

In particular, they will perform the following:

- Work with client and internal technical and implementation staff to successfully implement new clients.
- Service existing client's – day-to-day needs, monthly billing and reporting, quarterly service discussions and annual reviews, benefit analyses, and more.
- Develop a deep knowledge of the client and relationships with management at all levels within the customer.

- Measure and Report on contract requirements. Ensure internal visibility to performance and early warning to problem items such that corrective action can be taken to get back on track and meet contract requirements.
- Demonstrate strong knowledge of PBM benefits, formularies, networks, contracting, and service.
- Develop a strong knowledge of Pillow^{PH} products and services for easy client communication and understanding.
- Always be thinking one step ahead of your clients.
- Manage and track all client requests to completion.
- Partner with operations to develop testing strategy and test cases. Peer review the testing results that the Operations team executes.
- Write the business requirements for any client needs.
- Develop deep trust and appreciation with the client – ensuring “stickiness” with our client.

If you think you've got what it takes to succeed with a dynamic, fast-growing team, then please send your resume and cover letter to us for consideration.