

Position Description: Account Associate

Are you proactive, results-oriented, with demonstrated communication skills and a passion for learning?

If so, a position at MEDUCOM is right for you!

What can you expect from MEDUCOM?

- An enthusiastic and dynamic culture with flexibility that supports work-life integration
- Empowerment to be a decision-maker and influence change within a nimble organization
- A commitment to mentorship that fosters professional development and career growth

MEDUCOM is a full-service healthcare communications agency, which conceptualizes and delivers pharmaceutical marketing and medical education services. MEDUCOM has established a leadership position in Canada as strategic consultants and communication strategists who excel at delivering quality programs and services valued by leading pharmaceutical companies and healthcare professionals across Canada.

Job Description

As an **Account Associate** at MEDUCOM, you will be an integral part of a multidisciplinary team focused on a variety of internal and external projects and tasks in the development and execution of innovative communications and marketing programs in English and French.

Primary Accountabilities

- **Provide strategic guidance to clients in the management of projects**
 - Create and frequently update critical path documents to ensure timely delivery of projects
 - Assess budget and project scope to ensure final products being delivered meet the client's expectations
 - Offer strategic input to clients for current and future projects, positioning MEDUCOM as a strategic partner
 - Negotiate with industry regulatory bodies i.e. PAAB, CFPC, RCPSC, etc.
- **Deliver first-class service and build trusted relationships with clients by embodying an adaptable, customer service and growth-oriented attitude**
 - Liaise with clients and internal team members by e-mail and phone for successful project execution
 - Respond to all client requests in a timely manner, prioritizing appropriately and effectively, without reminders needed
 - Anticipate client needs proactively and address them with professionalism
- **Demonstrate MEDUCOM's high standards for quality and integrity by exhibiting exceptional attention to detail, creativity and resourcefulness**
 - Consistently deliver error-free and brand-enhancing written and verbal communications
 - Source, negotiate and manage trusted suppliers (e.g. web developers, printers, AV, venues, etc.)
 - Plan and manage live event logistics of to MEDUCOMs high quality standard (travel within Canada may be required)
 - Proofread all program content and materials in English and French
- **Expand industry knowledge to broaden opportunities for client acquisition and service offerings**
 - Understand the brands you work on and how MEDUCOM can support clients in achieving /exceeding their objectives
 - Stay up to date with industry guidelines and standards to position MEDUCOM as a leading partner

Essential Skills & Qualifications

- A university degree, preferably in biological or life sciences, marketing or communications
- Exposure to the pharmaceutical industry or project management roles
- Polished oral and written communication skills that allow you to relate easily to a wide variety of individuals
- Proven time management skills with attention to detail and accuracy
- Superior organization and the ability to prioritize effectively
- Superior computer skills in programs including (but not limited to) Microsoft Word, PowerPoint and Excel
- Proven problem solving and analytical skills in a creative, dynamic, multitasking environment
- Uncompromised customer service and communication skills necessary to build and maintain client relationships
- Energy, motivation and an adaptable, 'can-do' attitude along with the perseverance and patience to bring programs to successful completion on time

If you possess the above qualifications, and can demonstrate a proven track record of success, leadership and commitment to excellence, please email your cover letter and resume to tania@meducom.ca. *Only those selected for an interview will be contacted.*