

Position Description: Account Manager

Are you proactive, results-oriented, with demonstrated communication skills and a passion for learning? If so, a position at MEDUCOM is right for you! MEDUCOM is a full-service, integrated healthcare communications agency, which conceptualizes and delivers pharmaceutical marketing, medical advertising and healthcare 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 physicians across Canada.

Job Description

As an **Account Manager** at MEDUCOM, you will be part of a multidisciplinary team focused on strategic execution of projects for our clients. Leading small project teams, providing strategic direction and managing clients, while upholding our company Principles will be at the forefront of your daily tasks. Within the Client Service team, you will work diligently to uphold the team's core purpose: to foster **trusted relationships** through **strategic** project execution that achieves brand objectives, **elevating clients** and making their lives easier.

Primary Accountabilities

- **Be recognized as a strategic leader for the clients within your accounts**
 - Provide creative & tactical direction for program/project development & execution
 - Maintain professionalism, using critical & creative thinking skills to overcome barriers to project success
 - Foster & maintain relationships with clients that keep them coming back to MEDUCOM, understanding client needs and adapting to their working styles
- **Demonstrate industry expertise to guide your project teams to execute projects successfully**
 - Elicit team leadership to fulfill all elements of ongoing and new project development, delivery and budget management
 - Oversee timelines with appropriate follow-up to ensure efficient delivery of programs
 - Coordinate strategically with industry regulatory bodies i.e. PAAB, CFPC, RCPSC & Rx&D
- **Effectively mentor junior team members at MEDUCOM by embodying a growth-oriented mindset**
 - Manage project teams, providing ongoing feedback and encouragement to junior team members
 - Supervise research, writing, editing, validation and referencing of medical programs
 - Contribute to employee training and onboarding

Essential Skills & Qualifications

- A graduate degree in the biological or life sciences (i.e. biology, biochemistry, physiology, pharmacology) or MBA
- Previous experience (3-5 years) in a communications agency client service/account management role
- Excellent critical thinking, research and tactical capabilities
- Polished oral and written communication skills that allow you to relate easily to a wide variety of individuals
- Bilingualism (English and French) is an asset
- Exceptional writing & editorial skills
- Energy, motivation, adaptable, 'can-do' attitude along with the perseverance to see projects through to completion
- Strong customer service skills necessary to build and maintain internal and external relationships
- The capacity to play an integral role in the leadership and management of multiple programs simultaneously
- Proven sales and management skills and the ability to prioritize effectively

What can you expect from MEDUCOM?

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

To learn more about MEDUCOM, please visit www.meducom.ca. If you possess the above qualifications, and can demonstrate a proven track record of success, leadership and commitment to excellence, please submit your cover letter and resume to info@meducom.ca. *Only those selected for an interview will be contacted.*