



Director of Account Services, MDcentRx

MDcentRx is looking for a Director of Account Services to lead client satisfaction efforts around our suite of service solutions for pharmaceutical, medical device and biotech brands.

The Director will be the lead contact around sellable and sold services, ensuring that all program elements are communicated completely to clients, internal teams and vendor partners for delivery. This role spans the entire sales process (from pre-sale to contract through reporting and re-sale) in providing expert knowledge and accountability for all client programs.

Essential Duties and Responsibilities

- Liaise between all stakeholders (internal teams, vendor partners and clients) to make sure all sold deliverables are communicated about clearly to all involved, are feasible/possible within timeframe discussed and that teams are accountable for successful delivery
- Leverage knowledge of data solutions, life sciences, and medical/healthcare marketing to deliver effective client communications, demonstrating expert knowledge of client business, therapeutic area of brand, and appropriate service solutions
- Become go-to internal resource for determining service deliverable feasibility, constraints and considerations: owning the master deliverable list/dashboard for each client based on what was sold/promised
- Identify qualitative and quantitative insights to showcase opportunities to clients for incremental program success and re-sale
- Work closely with Creative/Production/Marketing depts. to determine reasonable service timelines
- Determine where additional outside resources may be needed within a project scope, and make those recommendations
- Support product development efforts through client services feedback loop
- Day-to-day tasks include:
 - Working with sales on all pre-sales efforts including pitches and presentations
 - Attending meetings as needed
 - Continuous client communications as account services lead
 - Communicating contractual needs to internal groups and vendor partners
 - Holding regular cross-functional meetings to ensure client deliverables are being produced and timelines are being met
 - Lead and grow the Account Services team

Qualifications/ Skills

- 8+ years account management experience
- Direct interaction with Pharma/ Life Sciences Product/Brand Managers, Directors, Upper management
- Strong time management and organizational skills; Ability to manage the progress of other people's assigned tasks (both internal and client side)
- Industry experience in Pharmaceutical, Biotech, Medical Education, Adv/Marketing Agency (dealing with pharma/med) A MUST

Interested in joining us? Apply today – Email us at careers@mdcentrx.com

About MDcentRx

As part of the MDcentRx team, you'll be joining a group of passionate individuals.

We depend on collaboration to fuel our professional environment and to develop the solutions that will yield the insights, HCP engagements and overall results our partners are looking for.

Our team is made up of leaders in healthcare research and strategy, analytical experts, creative minds, innovators in technology, and service-focused individuals that don't stop until exceptional value is delivered to the client.



We rely on data-focused insights for the development of custom solutions that drive the client's strategic imperatives and strengthen the successes and outcomes of their programs. Our stellar team works tirelessly to ensure we constantly evolve with the changing market and to ensure the relativity and effectiveness of our services.

Come work with us

As a profitable, yet still private company, we are growing fast and looking for world-class talent to drive MDcentRx into the future. While we operate with the flexibility of a startup, our management team has built successful businesses within the complex healthcare environment for over 25 years.

We offer:

- Competitive Compensation
- Incentive-based Bonuses
- Generous Health Benefits – (Platinum and Gold Level Plan Offerings)
- Opportunity to shape Product/Service Offerings Individually and Collaboratively
- Relaxed Work Environment

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PLEASE INCLUDE BOTH RESUME AND COVER LETTER IN APPLICATION ATTACHMENT.