



Account Executive

Reporting to Lead Account Executive

RESPONSIBILITIES

- To manage all client related issues during the maintenance phase of all assigned projects
- To effectively and efficiently manage the internal Firecrest launch process
- To develop a comprehensive understanding of the internal Firecrest launch process and ensure compliance on all projects
- To develop and maintain excellent client relationships
- To develop and maintain excellent relationships with Clinical Research Associate's/Monitors assigned to client studies
- To coordinate with relevant company departments to escalate and quickly address client issues/concerns
- To monitor client satisfaction by communicating regularly with the customer
- To report to Firecrest management on the compliance of investigational site staff to training and usage of portal
- To develop Firecrest portal training opportunities for all members of the client project team
- To maintain high visibility within the client organization
- To liaise with the Firecrest Project Manager during production phase and develop a firm understanding of client needs
- To cultivate strong, long-term relationships with key decision makers within accounts and develop deep knowledge of the client organization
- To work with Project Management and Clinical Trial Planning Groups at project kick-off. Specifically educating team participants in client culture, operational needs/methods and sales techniques needed to close the sale.
- To work with Finance and other Project Managers to ensure changes in scope are appropriately negotiated with the client
- To analyze potential opportunities and develop detailed business plans and sales strategies for each client account in liaison with VP Business Development for their territory
- To actively seek to become acquainted with all services that are offered by Firecrest
- To gain knowledge of the production tools, e.g. FSB, Portal Administration
- To gain knowledge of Clinical Trial designs, to develop an understanding of Clinical Trials protocols such that customer expectations are met and surpassed