



Empowering Healthcare

JOB DESCRIPTION

Job Title: Account Manager	Group: Corporate, Group or Division
Incumbent: Incumbent Name	Grade: 00
Job Code: 203802	FLSA Status: Exempt
Function: Sales	Reports To: District Sales Manager - MHS
Family: Sales - Commission	Current As Of: January, 2007

JOB SUMMARY

The Account Manager is the primary contact for a portfolio of healthcare institution/organization customers. The Account Manager strives for the highest levels of customer satisfaction in the delivery of pharma products/services to each managed account. Exceptional customer service and growth through existing/new market share are the goals associated with this position.

The incumbent will attend extensive training on McKesson Distribution, service/selling techniques and in-depth knowledge of all company divisions.

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS (LIST IN ORDER OF IMPORTANCE AND SUPPLY % OF TIME SPENT ON EACH)

Customer Service/Satisfaction – Existing Accounts 35%

- Responds to inquiries about pharma products/services (e.g. orders, deliveries, returns).
- Resolves customer issues regarding day-to-day procedures (e.g. distribution, inventory, technology).
- Escalates issues as needed to exceed customer expectations.
- Conducts quarterly business reviews with each account to address distribution-related issues/trends and identify opportunities to enhance business practices.

Relationship Development/Management 10%

- Acts as the primary point-of-contact for the customer (e.g. buyer, DOP).
- Leads day-to-day implementation and optimization of customer solutions.
- Conducts training for users on procedures/technology (e.g. ordering, returns).

New Account Set-up and Implementation 10%

- Completes documentation (e.g. load forms, account numbers) to set up new accounts.
- Assists in configuring computer systems according to customer preferences (e.g. deliveries, invoices, inventory).

Providing a Positive, Integrated Customer Experience 10%

- Increases customer satisfaction through introduction/recommendation of quality products and services.

- Presents a McKesson customer service oriented image by demonstrating ICARE principles during all customer interactions.
- Serves as liaison between the customer and various McKesson departments.

Improving Customer and McKesson Profitability in Market Area 5%

- Monitors and recommends changes to customer practices (e.g. number of deliveries, payment terms/history) that impact profitability.
- May analyze records of present and past sales, trends and cost, estimated and realized revenue.

Selling to Existing Accounts 10%

- Solicits sales of new or additional services within an existing account framework (e.g. national accounts/GPO).
- Proactively finds ways to grow accounts through problem resolution and partnership with customers.

Selling to New Accounts 5%

- Selectively engages in prospecting and qualifying potential customers.
- Participates in sales cycle activities with guidance from more experienced sales personnel (e.g. Sales Executive, DSM, VPS).

Administration 15%

- Participates in meetings, conference calls and other communication forums that are focused on tactical business topics.
- Tracks sales expenses and submits to management for approval/reimbursement.

EXPECTED OUTCOMES

- Revenue Targets - Individual
- Market-Specific Sales/Performance Goals (e.g. driving targeted programs/ services, increased prospecting/selling)

MEASUREMENTS

- Strategic Sales Targets as measured by Sales Scoreboard
- Quarterly District Directed Funds (DDF)
- Semi-annual and Annual Performance Reviews

QUALIFICATIONS FOR THE POSITION

Education/Training

- 4-year degree or its equivalent, preferably with an emphasis in sales & marketing or business management.

Business Experience

- No previous sales experience required; 1-2 years sales experience preferred but not required.
- Working knowledge of the healthcare industry preferred.
- Experience providing customer service and/or demonstrated success record of selling to large, healthcare institutions preferred.

Specialized Knowledge/Skills

- Customer-Centric Focus
- Experience Working within a Collaborative/Team Environment
- Good Written and Verbal Communication Skills
- Experience with computer/technology/automation
- Health Care/Pharma Industry Knowledge
- Ability to learn McKesson's MHS products, services and sales methodologies.
- Strong computer skills (Microsoft – word, excel, etc.)

Expected Competencies

<i>Selection Criteria</i>	<i>Developed in Job</i>
• ICARE Principles	Leadership:
• Success Driven	• Team Builder
• Problem Solver	• Effective Use of Sales Support
• Positive Attitude	Functional:
• Organized/Time Management	• Customer Partnering/Consultative Skills
• Decision-Making Skills	• Communication Skills
• High Energy Level	• Business Writing
• Sense of Urgency/Proactive	• Presentation Skills
• Consultative Selling Aptitude	• Relationship Building Skills
• Detail Orientation	• New Business Selling/Probing
	• Financial Acumen
	• Strategic Thinking

WORKING CONDITIONS

Environment (e.g., office, manufacturing, warehouse)

- Environment (office, warehouse, etc.)
- Current driver's license required.
- Position is home-based with extensive territory travel by car (40-60%).

Physical Requirements (e.g., lifting, standing for extended periods, climbing)

- Lifting (up to 50 lbs).
- Standing.
- Extensive Driving.

This description is general in nature and is not intended to be an exhaustive list of all responsibilities. Other duties may be assigned as needed to meet company goals.