



# Job Description

## *Client Service Manager*

*The AOIC, LLC (AOIC) **Client Service Manager (CSM)** is responsible for the tactical execution, time management, and budget management of client projects. Client and team communication, timeline management, budget management, and adherence to AOIC quality standards and client expectations are key components of this position.*

### **Responsibilities**

#### Client Service and Communication

The CSM assumes overall responsibility for client projects from inception (project start in WorkZone project management software; project number assignment; and project initiation) to completion (product delivery, project archiving, and budget reconciliation).

- Act as the primary client contact for the project through execution and delivery
- Take a leadership role in fostering client and team communications including faculty/speakers, authors, and vendors about project support under the direction of the VP, Client & Creative Services (VPCCS)
- Update the project team and client on a regular basis on the status of all projects
- Assist team in addressing and responding to client requests, as well as anticipating and fulfilling client needs

#### Project Management

- Establish and reinforce internal and external client expectations
- Lead project planning, initiation, and execution by overseeing the budget, the timeline, scheduling, staff allocation, and resources based on project objectives defined by the client team and the VPCCS
- Schedule, run, and summarize client and internal team meetings as needed to update project status and review progress
- Travel if necessary to meet with clients and manage all offsite aspects of projects/programs
- Manage project trafficking and deliverables through the necessary channels within the company
- Work with the client team and VPCCS to determine and/or refine project specifications by recognizing and evaluating requests for out-of-specification work; develop timely internal notifications; and assist with the preparation of budget addendum for the client

#### Quality Control

- Assure that all quality control measures (including copyediting, medical, graphic, and technology reviews) are completed in a timely manner

#### General Duties

- Run project kickoffs and update meetings
- Propose, create, and implement ways to work smarter and offer and accept alternatives through innovative solutions and learning from successes and failures
- Perform responsibilities in professional manner, meeting company mission and goals



# **Job Description (cont)**

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### **Qualifications**

#### Desired Experience and Skills

- 2 years of project management experience, preferably in scientific or medical communications, or within the pharmaceutical or biotech field
- Strong work ethic and demonstrated ability in project planning, organizing, tracking, budget management, and project management
- Strong people skills are important
- Experience with Microsoft Word, Excel, PowerPoint and Access as well as Adobe products
- Experience with project management systems like WorkZone or Microsoft Project is desirable

### **Education**

- Bachelor's degree in a related discipline
- Project Management Certificate accreditation is a plus

### **Reporting Structure**

This position reports to Vice President, Client & Creative Services