



Example of Care Management Associate Job Description

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Our growing company is searching for experienced candidates for the position of care management associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for care management associate

- Perform general administrative duties such as preparing reports as requested, assist other team members as needed, and perform other duties as assigned
- Carries out and coordinates administrative duties as assigned, which may include record retrieval, distribution, documentation and filing, handling logistics for scheduling and coordinating meetings, care manager calls and visits, assisting Supervisor with time and attendance, new hire onboarding and other administrative functions
- Conducts health support calls upon request, appointment confirmations
- Treats guests, patients, physicians and employees with care, courtesy and respect consistent with the UNC HCS Code of Conduct standards
- Responds to customer requests for information, service, and support via telephone, in person, or by electronic means
- Answers incoming calls and handles/directs as appropriate, providing prompt and accurate feedback to callers
- Coordinates scheduling of and support for appointments, meetings, workshops, and team group calendars including travel arrangements, based on identified needs
- Maintains appropriate inventories of supplies for the department and coordinates the orderly distribution and timely reordering of such items
- Prepares complex forms, reports, presentations, and other documents

- Maintains records, databases, and files in accordance with established procedures and systems

Qualifications for care management associate

- 5-10 years of specialty pharmaceutical experience
- 6 years in account and/or 2 years sales management experience
- Must have a high degree of understanding of the Cardiovascular community in general and a working knowledge of Cardiovascular products is preferred
- Must have a strong track record of therapeutic area/product knowledge expertise
- Possesses strong task and project management skills
- 1 year or more customer service experience