



## Senior Director, Client Services

<b>Reports to:</b> CFO/SVP, Strategic Growth		
<b>Level/Grade</b> Leadership	<b>Type of Position</b> Full- Time	<b>Hours/Week</b> 40 hours week; exempt
<b>GENERAL DESCRIPTION</b>		
<p>The Director, Client Services is directly responsible for overseeing the overall generation of in-market revenue growth by developing sales strategies and managing client activities. This position will also work closely with the Sr. Management team to ensure successful relationship management with key clients. The Director is responsible for supervising/coaching Relationship Managers.</p>		
<b>JOB RESPONSIBILITIES</b>		
<ul style="list-style-type: none"> <li>• Designs, implements and manages sales forecasting, planning and budgeting process. Establishes high levels of quality, accuracy and process consistency in planning, forecasting and budgeting approaches used by the relationship management team.</li> <li>• Conducts in-market intelligence research to guide sales strategy.</li> <li>• Provide leadership to the relationship management team, in implementing sales objectives that appropriately align with organization strategic goals.</li> <li>• Manage, coach, and oversee relationship management team developing sales strategy, setting activity targets, and assisting with upselling existing clients.</li> <li>• Consults with Executive Team and other organization leaders to prepare them for meetings with key clients.</li> <li>• Assists SVP, Strategic Growth on large project proposals and contract proposals for out of market clients and new products/services in-market.</li> <li>• Actively participates in Sr. Management and Leadership Team meetings/activities.</li> <li>• Works closely with Finance and Human Resources to design sales incentive compensation programs that provide market-competitive pay, reinforce organization sales strategies, and align with business and sales objectives.</li> <li>• Oversees sales compensation plan administration.</li> <li>• Ensure proper use and protection of information assets by complying with the organization's information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization</li> </ul>		
<b>POSITION REQUIREMENTS</b>		
<p>Required experience/proficiency:</p> <ul style="list-style-type: none"> <li>• 5 years business to business sales management experience</li> <li>• Strong problem-solving skills</li> <li>• Excellent communication skills; both written and verbal</li> <li>• Microsoft Office environment knowledge including Excel and PowerPoint</li> <li>• Strong skills in project planning, oral and written communication and presentation</li> <li>• Ability to work independently and in small work groups with staff members and managers</li> <li>• Ability to generate innovative ideas to improve processes and create efficiencies</li> <li>• Extreme attention to detail</li> <li>• Ability to travel within the Tri-State area, up to 20 hours/week; occasional national travel required.</li> </ul>		
<b>EDUCATION/CERTIFICATION REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• Bachelor's degree</li> <li>• Professional experience in healthcare is a plus</li> </ul>		
<b>OTHER INFORMATION</b>		
<b>APPROVED BY</b> K. Hepp		<b>DATE POSTED</b> April 9, 2018

***Disclaimer: Nothing in this job description restricts the company's right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.***