



A SUBSIDIARY OF:



Client Relationship Manager– Role Description

Title: Client Relationship Manager

Reports To

President / CEO, Health Association Nova Scotia

Summary

The Client Relationship Manager is an influential leader and key member of the igility team. The Client Relationship Manager will work with senior management to market igility and HANS services by leading the strategic direction of business development objectives to successfully achieve our growth strategy. The successful incumbent will be responsible to develop partnerships with clients, conduct market research, develop business strategies, build client relationships, identify new business opportunities, lead major proposal development, evaluate opportunities, and develop protocols and processes. The key to success in this position is the development and maintenance of trusted relationships with our members and clients. The ideal candidate will have the ability to educate our members and clients on our complete portfolio of services and assist them in achieving their needed requirements with a primary focus on Financial Services. The Client Relationship Manager will report to the President CEO HANS, igility.

NOTE: the word Company in this document refers to igility and HANS.

Job Duties

- Develop new, profitable business by researching organizations and individuals to identify new leads, potential new clients and forecasting business cases.
- Work directly with the President/CEO and HANS Senior Leadership Team to develop, promote, support initiatives to drive and deliver growth and define the company's growth plan.
- Build positive and productive relationships with clients for business growth
- Understand client needs and customize business services to meet their needs and to be prepared in negotiations
- Coordinate and lead all activities and resources for targeted accounts
- Work to increase revenues by conducting market research, maintaining an ongoing target list with regular updates and follow-up

- Keep the external client at the forefront of our business plans by identifying both short and long term opportunities for services offered by the company
- Shape the future by meeting and or exceeding performance targets
- Interpret data to provide feedback to team, align priorities, and discover business opportunities and focus areas.
- Be champion of our organization.
- Coordinates with President/CEO, HANS Senior Leadership Team to utilize marketing resources in the most effective way to grow profitable business.
- Utilizes KPIs/metrics to evaluate the effectiveness of various new business, retention and growth.
- Communicates growth and retention opportunities to President/CEO and HANS Senior Leadership team.
- Provides specialized product knowledge of core Company products and translates into business opportunities with clients.
- Develops new ideas and concepts for displaying and presenting services at trade shows, events and workshops.
- Leverage internal resources and tools to support growth and client retention.
- Conduct client visits in a professional manner while ensuring to develop a deep understanding of their needs, habits, and perceptions, which you would developed through targeted interviews and customer feedback.
- Establish positive working relationships with all core services and departments within the Company.
- Establish and maintain a good working relationship with Clinical's Technical Support and Development Officer ensuring a sharing of information.
- Work closely with core services from the start so that involvement in obtaining and retaining new business is successful.
- Work with internal services in developing timely solutions for client requirements.
- Understand the client's business and provide value-add solutions to help them succeed, by educating, promoting, leveraging our services to the decision makers and building business-to-business partnerships with clients.
- Develop quotes, proposals and maintain detailed business plans for client projects.
- Negotiate and renegotiate contracts with the involvement of the appropriate senior leader, including performing administrative follow-ups.
- Contacting clients to inform them of any new services we have to offer.
- Seek opportunities in a variety of industries

Core Competencies:

- Effective collaboration skills
- Sound negotiation & persuasion skills
- Proven project management and planning skills
- Demonstrated business development experience
- Clear and compelling verbal and written communication skills
- Exceptional interpersonal skills

- Creative talents and the ability to solve tough problems
- Driven to succeed
- Sound research aptitude
- Proven strategy development and implementation
- Effective leadership experience with a good business sense
- Proven problem solving ability
- In-depth knowledge of the industry and its current events
- The ability to handle pressure and meet deadlines
- Possess high integrity
- Be accountable
- Proactive learner
- Skill in prioritizing
- Attention to detail
- Excellent time management and organizational skills
- Have demonstrated client management and business development experience
- Demonstrated passion for client service and business success
- Socially adept
- Possess ability to establish trusting relationships with both internal and external partners
- Proficient computer and social media skills
- Skilled business acumen
- Knowledge of financial management.
- Have effective resiliency capabilities
- Willingness to learn

Education Requirements:

- Post-secondary education in a business-related field preferably combined with an MBA; equivalent experience may be considered
- At least 3 years experience in business development
- Health Care experience would be considered an asset

Working Conditions:

Extensive Travel mainly driving
 Various office settings
 Various industry settings
 Weekend work as required.