

Job Description

Relationship Manager – Wellington

Role – Purpose and Scope

The purpose of the role is to build and maintain strong, long-lasting customer relationships, oversee customer account management, including negotiating contracts and agreements, business development sales activities such as product demonstration, carrying out site visits, ascertaining and meeting the needs of customers through problem / issue solving, advising on product upgrades and new Medtech solutions. South Island travel will be required in the role to visiting sites who are migrating or have migrated to Evolution.

Salary Range

This position is full time (nominally 40 hours per week) and the salary offered will commensurate with experience.

Key Result Areas

Key Result Areas or KRA are the main functional tasks of the role on which your performance will be measured.

Key Responsibilities	Outcome	Performance Measure
Contact new and existing customers to discuss their needs, resolve issues and assess how their needs can be met by Medtech's solutions / products and services.	All customers/sites are visited regularly and need analyses prepared for each	CRM –reporting system, call schedule and customer feedback
Serve as a lead point of contact for all customer account management matters Develop trusted advisor relationships with key accounts	All customers queries are attended and directed to the relevant stakeholders	Customer Satisfaction / Feedback from Customers
Develop new business opportunities within the existing client portfolio and also into Specialist and Allied Health segments.	Develop and maintain prospective customers database and sources 80% new business	CRM reporting system
Prepare weekly account management report on business development opportunities and key account metrics	Accurate account management report is prepared on time, updating weekly activity	Weekly report and CRM

Key Responsibilities	Outcome	Performance Measure
Present information and train customers on the Medtech suite of software products	Training is delivered professionally and comprehensively meeting the needs of clients	Feedback from the customers
Participate and contribute to industry events / conferences / User groups as requested	Medtech is represented in a polished and professional manner.	Feedback from Manager and customers
Demonstrate proficiency of the Medtech suite of products by passing exams, and showing ability to demonstrate the Medtech products to customers.	Learn and stay up to date with Medtech suite of products to a level where training can be delivered.	90% marks obtained in internal exams. Successful mock demo to an executive team member.
Ensure compliance with ISO and ISMS policies and all other company policies	All policies are implemented and service standards are complied with. Undergo training of ISO, ISMS and Microsoft Gold Partner processes where necessary.	Full compliance to the ISO and ISMS processes. Be familiar with the ISO/ISMS training program and quality assurance programmes run by the company.
Undergo training and be totally conversant with internal systems such as CRM, SharePoint and Telephone systems	Internal systems proficiency	Able to demonstrate proficiency and usage of CRM

Projects or other duties

Objective – To carry out other duties which may reasonably be required by the Reporting Manager from time to time in the course of Medtech’s business and which fit the role’s purpose as stated and for which the position holder is qualified or has received adequate training or instruction.

Health and safety

Objective: To ensure a safe and healthy working and learning environment is maintained at all times.

Key Responsibilities	Outcome	Performance Measure
Observe all Medtech Group’s health and safety policies and procedures	Familiar with Medtech Group’s health and safety policies and procedures	100% compliance to the health and safety policies and procedures
Comply with Occupational Health and Safety Legislation and Regulations as per Company Policy and Procedures manual.	Support Consultants are informed and routinely updated on OSH safety requirements as per Company policy	Health and safety records are up to date

<p>Take full responsibility for one's own health and safety</p> <p>Ensure no action or inaction on one's own part harms others in the workplace</p> <p>Report hazards or accidents using the appropriate health and safety registers</p>	<p>Act responsibly and follow Medtech Group's health and safety policies and procedures</p> <p>Understand hazard identification and accident reporting protocols</p>	<p>Accidents and hazards are recorded in the relevant registers (follow up where necessary)</p>
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Person Specification

Part of what makes Medtech as successful as it is, are the highly-motivated people who work here. An inspiration to your colleagues, you are a motivated sales professional with a proven record of success in developing and maintaining customer relationships. With a committed motivation to getting things done, you always place Medtech's customers at the centre of everything you do.

Technical or Professional Knowledge and Experience

A minimum of 4+ years of demonstrable business development with a proven sales history in either the IT, software development or health care industry. Proven ability in communication with customers and stakeholders.

Knowledge of the principles and processes for managing customer and stakeholder relationships, including marketing and communications. This includes customer needs assessment, market analysis, meeting quality standards for services, and evaluation of customer satisfaction.

Working knowledge of administrative/clerical procedures and systems such as managing files, records and databases including customer management software and operating systems. Familiarity with the Microsoft suite of products/applications and CRM is essential.

Skills and Abilities

These are the abilities, attributes and personal characteristics that the staff member will need to consistently display to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviours describe how someone does the job, whilst KRAs describe what is to be done.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Persuasion — persuading others to change their minds or behaviour.

Service Orientation — Actively looking for ways to help people.