

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	<b><i>Client Services Associate</i></b>
<b>REPORTS TO:</b>	<i>Director of Client Services</i>
<b>EXEMPT/NON-EXEMPT:</b>	Exempt

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### JOB SUMMARY:

The Client Services Associate provides lead management, proposal-writing, and business analytics-support to the Client Services (CS) department. Documentation, book-keeping and maintenance of MMI's Customer Relationship Management (CRM) portal will constitute ancillary job-functions. The Client Services Associate will liaise with staff from Technical Services, Operations, Technology Enablement, Finance and Administration, and other consultants to produce comprehensive, technically sound work products.

### DUTIES AND RESPONSIBILITIES:

- Manage the sales pipeline and follow-up on new business leads
- Support the CS team in liaising with external partners for business development
- Assist in developing marketing and sales collateral
- Supports the CS team in capabilities presentations and sales efforts
- Assist CS staff with developing business proposals, contractual documents, project planning and project close documentation, and client surveys
- Maintain MMI's CRM platform for CS department, including book-keeping, dashboards, reports, query support, and organization of data and analytics; Stay current on CRM updates
- Assist CS staff with following-up on open opportunities and identifying new opportunities for existing clients
- Collaborate with CS staff to improve delivery and tracking of leads and proposals
- Conduct periodic review of agreements and contracts and initiate amendments as needed
- Assist with on-boarding and management of consultants and partners
- Assist with preparations for investigator/coordinator meetings, tradeshow, workshops, etc.
- Assist with marketing initiatives and social media management
- Assist with post-market surveillance and other business initiatives
- Reinforce client relationships through high-quality work products, responsiveness and timeliness
- Aid in developing standardized business processes for lead generation and proposal development and delivery activity
- Support internal initiatives aimed at quality improvement, and suggest and implement process improvements
- Understand MMI's Quality Policy, support the achievement of the organization's quality objectives, and take corrective action when necessary to mitigate organizational risk
- Comply with company policies and procedures, as well as ISO 9001 and Current Good Clinical Practices (cGCPs) related to job tasks

**EDUCATION AND EXPERIENCE:**

- BS or MS in engineering, physics, mathematics, life science, business, or a related discipline

**SKILLS REQUIRED:**

- Exceptional attention to detail and follow-through
- Excellent written and verbal communication skills
- Strong analytic, quantitative and computer skills
- Effective interpersonal and client service skills
- Effective technical presentation skills to technical and non-technical audiences
- Ability to learn operational facets of CRM and other project management tools
- Ability to compile, synthesize and interpret relevant scientific literature
- Ability to rapidly acquire and apply new technical and scientific knowledge
- Ability to manage multiple ongoing projects/tasks under tight timelines
- Highly self-motivated and committed to exceeding planned objectives
- Ability to produce high-quality technical documentation

**PLUSES:**

- Familiarity with diagnostic imaging and radiology (e.g. XR, CT, MRI, US and/or Nuclear Medicine)
- Demonstrated functional competence in a life science discipline
- Prior work experience or research in medical devices or biopharmaceuticals with an emphasis on spine, orthopedics, cardiology, and/or neurology
- Understanding of clinical trials, including US-FDA 510(k) / PMA regulatory pathway
- Experience with working in an B2B environment
- Familiarity with SalesForce® CRM platform
- Prior experience in a sales and/or marketing role
- Familiarity with popular social media platforms (e.g., Facebook, Twitter, LinkedIn, etc.)

**COMPANY & COMPENSATION:**

- Medical Metrics, Inc. (MMI) is a fast-growing, independent imaging core laboratory based in Houston, TX. MMI provides image analysis and consulting services to medical device, biologics, and pharmaceutical companies in support of their clinical trials and product R&D.
- Competitive salary, commensurate with experience and qualifications
- Excellent benefits package including medical, dental, and life insurance, 401(k) plan, and paid vacation and holidays

For further information, please contact:

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