

JOB DESCRIPTION

POSITION TITLE:	<i>Client Services Manager</i>
REPORTS TO*:	<i>Director of Client Services or Senior Client Services Manager</i>
EXEMPT/NON-EXEMPT:	Exempt

*reporting relationship will be based on portfolio of clients managed

JOB SUMMARY:

The Client Services Manager (CSM) is MMI's primary point of contact for client relationship management. Primary responsibilities include proposal development and delivery, client liaison and retention, communication, and relationship-building. The CSM will collaborate with staff from Client & Technical Services, Business Development, Operations, and Finance & Accounting to produce comprehensive, technically sound proposals and other business documents. The CSM will be responsible for managing key business accounts as well ensuring client satisfaction.

DUTIES AND RESPONSIBILITIES:

- Establish and maintain routine communication with clients' senior management and executives
- Seek opportunities for repeat business and long-term partnerships with existing clients
- Pursue and support consulting opportunities and sales of value-added services
- Develop proposals and capabilities presentations for business opportunities
- Maintain and enforce high quality standards for all CTS work products
- Manage contract renewals, amendments, and scope changes for ongoing projects
- Develop preferred pricing and service models for strategic accounts
- Ensure a smooth transition ("hand-off") from the contracting phase to the project initiation phase
- Conduct face-to-face client meetings at tradeshow and client sites, and attend investigator / coordinator meetings
- Coordinate with Production to provide routine project health summaries and status updates
- Build client awareness of internal quality initiatives and continuous improvement programs
- Solicit routine client feedback on MMI's performance and discuss opportunities for improvement
- Serve as the designated contact for complaint escalation, handling, and remediation
- Ensure that all client concerns are dealt with in an efficient, effective, and timely manner
- Provide regular updates to MMI's senior management on all key account activity and future work
- Plan and propose improvements to processes and services based on client feedback
- Maintain in-depth understanding of MMI's core technology, services, and operational capabilities
- Ensure that all account information, contracts, and documentation are properly maintained
- Understand Medical Metrics Quality Policy and 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 (cGCP's) relative to job tasks
- Ensure compliance with HR policies and procedures

EDUCATION AND EXPERIENCE:

- Undergraduate degree in a technical discipline from a top-tier university, with an advanced technical degree (MS and/or PhD) and/or MBA
- Minimum 4 years' experience in a technical or scientific discipline with demonstrated expertise in project management in a B2B work environment
- Minimum 2 years' experience in medical imaging and/or clinical research, preferably with training and expertise in diagnostic modalities such as X-ray, CT and MRI
- *Preferred:* Prior technical sales or consulting experience, Experience managing and expanding client relationships

SKILLS REQUIRED:

- Exceptional communication, presentation, and client service skills
- Excellent written and interpersonal skills
- Ability to communicate technical concepts to non-technical audiences
- Impeccable work ethic and attention to detail
- Solid analytical and practical problem-solving skills
- Ability to professionally manage complex incidents to resolution
- Able to plan and execute responsibilities with minimal supervision
- Effective time management, organizational, and leadership skills
- Adept at acquiring technical knowledge through personal research and self-directed study
- Highly motivated and persistent

PLUSES:

- 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
- Knowledge of routine assessments made from spine and/or orthopedic imaging exams
- History of collaboration with clinicians (e.g. radiologists, surgeons, etc.) on R&D projects involving advanced image analysis and interpretation
- Familiarity with Salesforce® CRM platform

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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