

POSITION TITLE

Client Manager

REPORTS TO

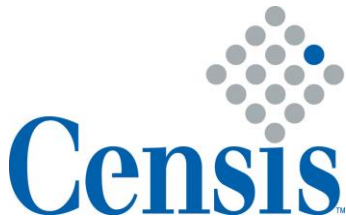
The Client Manager reports to the Director of Client Services

POSITION SUMMARY

The Client Manager is responsible for providing white glove service to Censis client facilities and systems as well as growing client's utilization and subscription footprint. This position requires extreme attention to detail, time management, organization and excellent written and verbal communication skills. The Client Manager must be a passionate, energetic, self-driven leader with a "hands-on" approach and "can-do" attitude. He/ she will be an excellent verbal and written communicator and possess strong interpersonal and listening skills. The ideal candidate will be highly analytical, data-driven, decisive, organized, disciplined, collaborative, strategic, practical, creative, and innovative. Strong problem-solving skills and the ability to multi-task are a must.

PRIMARY RESPONSIBILITIES

- Develop and maintain an in depth understanding of the CensiTrac platform
- Develop working knowledge of 3rd party systems and hardware (OR Scheduler, Sterilizers, Biologic Indicators, Scanners) and operation processes.
- Follow Standard-Operating-Procedures specific to Client Services in an effort to enhance client and employer loyalty
- Act as a role model throughout Censis for effective client partnering and financial management, including communicating with the client and client teams, coordinating multiple practice projects, resolving conflicts, managing client contracts and reviewing work products as needed to ensure quality
- Develop, lead and inspire teams from all business segments in sales efforts
- Oversee and guide clients through contract negotiations
- Ensure issue management/resolution process is working successfully by adhering to minimum resolution turnaround requirements.
- Support all Client Services teams to ensure servicing initiatives are delivered timely and accurately and allow for overall program growth and profitability.
- Work with internal team members to identify opportunities to build efficiencies within Client Services.



- Become the strategic partner for your assigned clients, addressing their short and long-term goals by structuring solutions that integrate expertise and capabilities throughout the perioperative loop.
- Become influential at many levels of the client's organization to promote new and recurring business and manage existing revenue and profit streams
- Ensure client relationships are secure and financially sound, and to adhere to the financial arrangements, scopes of work, policies and procedures as defined in the client's contract
- Perform all other duties as assigned
- Develop and deliver CensiTrac training solutions to clients

REQUIREMENTS/QUALIFICATIONS

- BS/BA or equivalent work experience required.
- An executive presence with polished and well developed oral and written communication skills.
- Ability to diagnose complex issues, comprehend the full breadth of services, blend them into practical solutions that meet our clients' needs, and articulate them across multiple disciplines.
- Strong sense of urgency, ownership and accountability to drive tasks through completion while supporting white-glove service.
- High level of organization and planning skills, ability to work plans and the diligence to follow and monitor the plans through execution and completion.
- Ability to work in a fast paced, non-linear environment.
- Ability to maintain a positive attitude and be flexible with competing priorities
- Willingness and ability to take on new challenges and acquire new skills.
- Ability to collaborate with a team and work well with others.
- Proficient in MS Office Suite
- Prior experience with OR and/SPD will be a plus.
- Business Analysis experience a plus
- Available outside of regular business hours as needed.
- Experience with software and application support
- Available to travel 25%