



Client Relationship Manager

Reports To Director of Sales
FLSA Exempt - Full Time
City/State Remote, any location in the US

Description **GENERAL DESCRIPTION OF POSITION**

In this role, you will develop and execute national promotions, targeted marketing campaigns and interface directly with clients to grow association membership, retain key accounts and improve client/member engagement. You will influence our priorities and development by collecting client data and demonstrating how we need to respond. Our services provide for a variety of ways for our members to enhance their healthcare practice, and you will help them, both individuals and organizations, derive maximum value from our services. This will include monitoring utilization of our benefits, products and services, and outreach when needed to build relationships, educate, and create engagement.

This role will also periodically assess and make recommendations for service enhancement and development. Listening to our clients and then advocating for client satisfaction will be achieved through collaboration with our membership, product development and sales teams.

KPIs for this role are planned to include:

- Membership growth and retention
- Utilization of products, benefits, and services
- Member and client satisfaction

Requirements **EDUCATION, EXPERIENCE & SKILLS**

- Bachelor's degree or equivalent experience or professional qualification
- At least two years of experience in a professional, non-retail environment
- Service is at your core – you are driven to quickly meet the needs of members and clients and resolve any problems they bring to your attention
- You are a relationship builder and strive to ensure every interaction with members and clients is positive and memorable
- Project management skills: Ability to take broad, ambiguous, and/or complex goal or opportunities and develop this into actionable projects with clear milestones and goals
- Ability to manage multiple concurrent projects and campaigns
- Commitment to upholding our values and engaging in personal and professional development
- Excellent verbal, written and interpersonal skills – ability to professionally interact with diverse populations
- Ability to collaborate and work effectively in a remote work setting. Capable of building relationships with clients and colleagues remotely



BONUS QUALIFICATIONS & EXPERIENCE

- Experience working in Salesforce or Fonteva
- Experience working in an association or membership environment
- Experience using professional social media and other marketing tools to build brand awareness
- Experience working in healthcare or a health-care related field
- Presentation skills and experience

STRENGTHS & PREFERENCES

- Work both independently and collaboratively, juggling multiple concurrent projects and campaigns.
- Flawless and timely follow-up.
- Natural relationship-builder – you establish, nurture, and maintain strong internal and external working relationships
- Ability to leverage electronic communication (email, text, social media) to engage with members/clients, solve problems, and build relationships
- Commitment to achieving outcomes by embracing ambiguity, facing barriers with creativity, and turning challenges into opportunities
- Communicate effectively, listen well, distill complex information into a clear and concise format, and contribute to creative business discussions. Excellent written and verbal communication skills
- Be an organized and detail-oriented self-starter: you are energized by establishing tactical plans and investing effort to reach strategic goals
- Ability and willingness to travel to conferences to promote organization and services
- While performing the duties of this job, employees are regularly required to sit, walk, and stand, talk or hear, both in person and by telephone, use hands repetitively to handle or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds

EXPECTED TRAVEL

10-20%

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EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.