

Awarepoint Corporation Job Description

Job Title: Client Manager

Awarepoint is the leader in providing workflow automation and tracking solutions to the acute care hospital marketplace. Real-time Location System (RTLS) solutions have quickly become must-have tools for hospitals tackling asset management, compliance, and efficient patient throughput challenges. Ever increasing numbers of advanced healthcare provider organizations are turning to Awarepoint and our software & technology platform solution as their RTLS-enabled workflow automation provider of choice. Awarepoint's industry leading RTLS solutions portfolio addresses needs throughout the hospital enterprise versus a best-of-breed island approach that forces hospitals to manage a multitude of vendor solutions for asset tracking and patient flow.

Reporting Structure & Job Summary:

This position will report to the Vice President of Client Management. The Client Manager will be responsible for directly impacting revenue growth and increased customer satisfaction within Awarepoint's existing customer base. The Client Manager will accomplish this by engaging with clients to understand their business needs and positioning Awarepoint's solutions to drive business value. The Client Manager is the primary client contact and will be responsible for driving broad relationships within the customer base to ensure clients are extremely satisfied and referenceable. In addition, this position interfaces with internal teams and partner organizations to share client feedback, ensure that customers are familiar with our technology roadmap and are involved with our marketing-related activities.

Essential Duties and Responsibilities include the following (other duties may also be assigned):

- Identify upsell and cross-sell opportunities within the assigned territory.
- Execute territory plans to exponentially grow revenue within the territory.
- Ability to manage an active pipeline in excess of \$10M
- Assume leadership role in managing the overall client relationship and the associated customer satisfaction.
- Negotiate resolution to client escalated issues, disruptions and compliance issues.
- Deliver Quarterly Business Reviews to every customer within the territory.
- Work with AWP Professional Services, and AWP Consulting teams to ensure all deliverables and timelines are being met.

Education and Experience:

- College Degree required
- Minimum of 10 years sales experience within Healthcare or Healthcare IT-related organization selling to executive-level decision makers
- Excellent communication (written and verbal), prioritization, customer service, negotiation, conflict management and presentation skills
- Strong interpersonal, facilitation, listening and relationship building skills
- Ability to manage multiple tasks simultaneously without compromising quality
- Demonstrated organizational, analytical, interpretative & time management skills

Compensation:

- Salary commensurate with experience
- Health/Dental/Vision paid

Other Information:

- Travel is a requirement of this position and estimated to be approximately 80%

Interested parties should email resume to:
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