

Client Relations Manager (CRM)

This role is the primary contact for our hospital clients in **Alabama** and **Central Western Georgia**.

NOVO Health Services

The Client Relations Manager (CRM) will be the first point of customer contact for general inquiries like pricing, products, quality, inventory flow etc. The CRM will build and maintain excellent business relationships with clients by providing prompt and accurate service to promote customer loyalty.

Novo offers competitive compensation, flexible hours and excellent benefits! We have employer paid Life and Long-Term Disability, as well as a robust Medical, Dental and Vision Plan.

Essential Functions

- Ensure that linen inventories are performed each week for assigned customers.
- Adjustments to standard orders performed quarterly with Business Unit Manager approval.
- If Novo manages the linen room, linen room employees will be hired and trained by the CRM, Business Unit Manager, and Senior VP final approval.
- CRM updates should be completed on a weekly basis in the Novo shared drive system.
- If a customer has an inquiry the CRM should respond within the same day at a minimum.
- CRMs will check their cell phone voicemail and office voicemail a minimum of twice per day.
- If called or e-mailed by a co-worker or customer for a specific request, the CRM will respond back to that person upon receipt of the request either with or without further information.
- The CRM is responsible for maintaining and holding all business in assigned accounts. Exceptions to this relating to issues outside of the CRM control will be handled on a case-by-case basis.
- From time to time a CRM will be tasked with additional responsibilities that fall outside of the scope of the normal CRM job functions. These tasks must be communicated and approved by the Business Unit Manager prior to engagement in the tasks.
- The CRM has the opportunity to sell additional specialty business to the existing customers. The Business Unit Manager should be notified of inquiries for future co-selling.
- The Business Unit Manager will be notified immediately of any major issues or business at risk based on account information obtained or competitive visits to an assigned account.
- Work with plant employees (Managers, Supervisors, Quality Managers, Billing, line employees, drivers etc.) to solve customer issues.

Travel

The CRM will be required to travel to hospital clients. Travel time for these locations can take up to 3 hours.

Qualifications:

Required

Motivation

Self-Starter: Inspired to perform without outside help

Growth Opportunities: Inspired to perform well by the chance to take on more responsibility

Ability to Make an Impact: Inspired to perform well by the ability to contribute to the success of a project or the organization

Experience:

Required

1 year: Customer Service/ Outside Sales/ Hospital Management

2 year: Computer software experience. Knowledge of ABS a plus.

Candidates can apply at our website at:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=69988&clientkey=69486723346A88CB43D2E10211D926F2>