

Job Title	VP, Client Relationships
Line Manager	EVP, Client Relationships Manager
Job Description	
<p>Background:</p> <p>At SHC Universal, we pride ourselves on Perfect Data. SHC Universal was founded on the ideal of providing the most accurate and cost effective access to the ecosystem of healthcare professionals and their patients for comprehensive market knowledge to affect health outcomes.</p> <p>The global healthcare industry continues to be the fastest growing industry and SHC Universal continues to invest in building the most reliable gateways to healthcare providers and their patients worldwide.</p> <p>With nearly two decades of experience, SHC Universal is well positioned to acquire significant market share over the next three to five years.</p> <p>SHC Universal is primarily focused on our global healthcare data services, where we're specifically looking to:</p> <ul style="list-style-type: none"> • Expand our current MR customer base globally, as panel and other associated service offerings are expanded worldwide. • Courting Management Consultants and Expert Opinion Networks, as well as Pharma, Medical Device and Biotechnology companies directly. • Expanding our service offerings to include “quick” surveys, community services, qualitative / expert opinion services, and data integration services. <p>General Overview:</p> <p>Main responsibility includes revenue generation and assisting the sales organization in achieving budget targets (revenue and margin); assistance with client and prospect development; client satisfaction; pipeline management; cross department coordination to ensure effective client delivery; industry presence and marketplace intelligence; voice of the customer within the Company.</p> <p>Principal Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support the SVP Client Relationship team in achievement of budget goals, as well as expense and profit margin goals for assigned accounts. • Support the SVP Client Relationships team in execution of client account management strategies to penetrate and build “share of wallet” among existing clients and new client development strategies to expand the client base in current and new channels consistent with the Strategic Plan (North American markets) and focused on assigned client accounts. • Foster the client relationship and lead the bidding process for assigned accounts. • Monitor the activities and products of the competition. • Assist with the proposal and pipeline process under the direction of the SVP Client Relationships team and in coordination with the Sales Support team; handle client requests / answer questions in a timely manner. • Close sales by handling and overcoming client objections and identifying for the client SHC Universal's value-add opportunities. • Ensure proper hand-off for client kickoffs and project management on awarded projects. • Understand project details and be main point of contact for major problems • Maintain communications with client during project 	



- Provide direction and support to Operations team.
- Utilize internal CRM system (salesforce.com) for efficient tracking of account management reports, meetings, quotas, and goals, updating key fields habitually. This includes logging all call activity, e-mail correspondence, quote development, calendar items and client prospecting activities.
- Participate in industry events building company awareness and presence via trade shows; industry initiatives; etc.
- Enhance department and organization reputation by accepting ownership for accomplishing new and challenging requests and exploring opportunities to add value to job accomplishments.
- Attend and participate in all scheduled Sales meetings.
- Track and report on sales expenditures monthly.
- Stays abreast of industry news and trends in the healthcare market research industry, paying specific attention to the North American region; communicate developments to organizational stakeholders.

Skills and Personal Attributes:

- Team player with excellent interpersonal and communication skills (written/oral) as well as problem solving skills. Strong consultative selling skills- listening, questioning, persuading.
- Outstanding leadership skills.
- The ability to successfully collaborate across internal departments.
- Willingness and ability to travel to client sites in support of sales efforts, if required.
- Ability to operate in a fast-moving environment with confidence; the ability to communicate effectively and influence people and teams.
- Market sector expertise, to advise others in the organization on best practices.
- Demonstrates and encourages a strong service oriented work and results ethic.
- Integrity and the ability to inspire trust and confidence.
- Conversant and familiar with the technology that drives the business, including: sales and marketing technologies, Microsoft Office programs and the technologies used in delivering the company's services.

Qualifications:

- Bachelor's degree
- Minimum of 1-3 years' experience in sales ideally in the Healthcare market research and online information services market

Last updated; January 25, 2016