

Client Services Manager Job Description

Job Details:

Days of Work:	Monday - Friday
Working Hours:	08:30 - 17:00
Reports to:	Performance Manager
Department:	Client Services
Place of Work:	European Medical Group Ltd t/a European Medical Journal Coppergate House 16 Brune Street London E1 7NJ

Job Description:

You will be required to manage EMJ's contractual obligations to our clients - these include 18 of the Top 20 Pharmaceutical Companies in the world - to the highest possible standard, also to ensure all expectations are managed, met, and exceeded. Most importantly you will need to make sure all projects run smoothly and that growth opportunities are researched, with all potential opportunities passed over to the sales team.

In addition, you are to have regular contact with both the client and EMJ's production team, making sure both have all the relevant timelines, specifications, and information they need. You will be required to make sure all timelines are then met and all processes followed. Your role will be managing a team of two and your Team's aim is to always exceed with delivery on all projects.

It is also essential to be actively trying to find new opportunities for revenue growth with our clients. After discussing the potential with the client, you will then pass over all relevant information to the sales team which will in turn your potential to new growth revenue. With your organising, smooth running of projects and your skills for relationship building will ensure a high repeat rate within our clients.

What you will be doing:

- Project manage all contractual obligations
- Client communications by both phone and email
- Research - Clients and specific growth opportunities
- Deciphering important documentation and summarising to managers
- Liaising in house with different departments to meet the needs of the project
- Preparation of statistics when needed
- Attending congress
- Meeting with clients to discuss projects
- Other ad hoc duties as required

You will need to have/be:

- Motivated, driven and dedicated with good attention to detail
- Highly organised and able to prioritise workload efficiently
- Ability to learn quickly and manage a high volume workload
- Strong IT Skills - proficient in MS Excel, Outlook and Word
- Good problem solving ability
- Excellent communication skills both written and verbal
- Adheres to company quality standards for customer service
- Willingness to learn and progress
- Good project management skills
- Proactive and proud, obsessed to be the best.
- Face to face sales skills
- Smart and presentable with high work effect

Company Goals/Values

The goal of the European Medical Group is to become *'The go to place for healthcare professionals in Europe by 2025.'* The reason for this and the reason we are in business is *'To challenge and equip everyone to be the best they can, whether that is healthcare professionals, clients, staff and everyone else we interact with.'*

We want to build our Brand to be ***Energetic, Trusted, Progressive, Open-Minded and Best in Class.***

We work and live by the following values and want everyone that works here to do the same.

Entire buy in - Everyone has ***loyalty*** to our vision, values, culture, and the long-term goals of EMG. We are committed to doing so in a ***positive*** and ***passionate*** way.

Make sure you are self-reliant - We all need to be ***proactive*** and responsible for our own actions. This will lead to an ***inspiring*** place to work that we are all ***proud*** of.

Go the extra mile - Always give your best performance, this will create a team that is ***different*** to anything else, full of ***hard working, gold medal winners.***