



## ACCOUNT MANAGER: Job Description



### ROLE OVERVIEW:

In an account management role, the selected candidate will play a critical role in driving maximum value within our acute care accounts; taking full ownership of client retention and account development. Upon joining Daniels, the Account Manager will adopt key stakeholder relationships with a portfolio of customers and be responsible for identifying upsell opportunities, auditing service performance, and ensuring targets and satisfaction levels are met.

### WHAT YOUR JOB WILL INVOLVE:

- ✓ Support the development and execution of customer account strategies that align with defined key business metrics, including client retention, revenue growth, cost savings and profitability
- ✓ Become a trusted advisor within your portfolio of customers by deeply understanding their business and aligning their needs to our solutions
- ✓ Develop a blueprint for key accounts that includes contract terms and expiration, services and products we provide, buying group, etc.
- ✓ Project Management and problem solving to drive outcomes inter-departmentally for the customer
- ✓ Ongoing in-service education with clinical staff on our products and services related to safety, sustainability, efficiency, compliance and education
- ✓ Be able to provide product expertise across our full service offering
- ✓ Assist with waste policy capture, design, review, annual assessment and policy adjustment aligned with strategic goals
- ✓ Serve as a customer advocate internally while effectively collaborating with internal, cross-functional teams including operations, sales, logistics and finance
- ✓ Conduct routine audits related to contractual KPIs in the areas of safety, sustainability, efficiency, compliance and education
- ✓ Ability to support new product installations or new program implementations at a customer site
- ✓ Support strategic customer meetings to communicate best practices, business results and successes
- ✓ Support the facilitation of quarterly business reviews, and conduct pre-work audits, data assessment and stakeholder feedback collation to be able to provide strategic recommendations and process improvements

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# BUSINESS DEVELOPMENT MANAGER: Job Description Continued....

## Candidate Profile:

### SKILLS

- ✓ 3-5 years of industry experience
- ✓ Strong relationship building skills
- ✓ Hospital services or related service industry experience highly desirable
- ✓ Project Management Skills with the ability to problem solve and drive outcomes inter-departmentally for the customer
- ✓ Excellent verbal and written communication skills
- ✓ Strong presentation skills with value based selling confidence
- ✓ Outstanding computer-based skills; Salesforce.com, Microsoft Office, etc.

### WHO ARE WE? WHY WOULD YOU WANT TO JOIN US?

We are a healthcare service company providing safety systems and medical waste collection for hospitals, medical centers, pharmacies, nursing homes and an array of customers within the healthcare setting. Our focus is delivering quality and safety-focused medical waste management services that reduce needlestick injuries, positively impact infection control and reduce environmental burden.

**We are a growing company with endless possibilities for growth; you will not feel stuck in your position. Daniels Health offers support and training for those that really want to make an impact and grow personally and professionally.**

