

Position Specification

Home Health Care Services Director of Client Relations

The Company

Our client is a trusted business partner to home health, homecare and hospice providers, specializing in revenue cycle, coding, regulatory compliance, and operational excellence. They have provided solutions, advice, and expertise to clients ranging from large health systems and national chains to small, independent agencies – both in the for-profit and non-profit worlds.

Location

This position will be remote and work from a home office.

Overview

The Director of Client Relations will be responsible for contacting target customers, identifying sales opportunities for the company's services, presenting Company Solutions, and closing business. The Director of Client Relations will be responsible for promoting and selling all Company Solutions which include Coding and Clinical Documentation Review, Revenue Cycle Management, Advisory and Compliance, and Education.

The Director of Client Relations will be expected to achieve revenue targets and goals set by the VP of Sales and Marketing. The position will also be responsible for generating and following up with qualified leads across all Company Divisions.

Reporting Relationship

The Director of Client Relations will report directly to the Vice President of Sales and Marketing.

Responsibilities

- Develop new business by proactively contacting potential clients via telephone, Internet, eCommunications and in-person to identify appropriate contacts, qualify and drive leads through the sales pipeline.
- Set appointments and/or demos that fit within the guidelines of a qualified lead via web conference or in-person, depending on proximity to prospective clients.
- Respond to requests for information and answer questions regarding Company Solutions.
- Develop and deliver Company Solutions demos/sales presentations in a professional and effective manner by:
 - Applying established demo process and using effective sales techniques
 - Keeping current on company activities, industry trends & learning management system (LMS) functionality.
- Utilize approved company processes for lead generation efforts including timely tracking and reporting of status within the Salesforce CRM.
- Meet or exceed established call/demo quotas and division sales goals.

- Attend trade and industry related events as assigned.
- Communicate to management the status of leads and outcome of sales process.
- Maintain proficiency with new developments within Company Divisions and competitors.
- Stay abreast of critical aspects of the industry and all Company products and services by working closely with the sales team, and cross selling to potential clients.
- Participate in activities as needed to support the functions of the team.
- Perform other related duties incidental to the work as assigned.
- Participate in sales related travel as necessary.

Travel

Up to 50%

The Candidate

Professional Qualifications

- Minimum of 5 to 7 years' experience in sales and/or customer service, public speaking and/or training.
- Bachelor's degree in a healthcare, technical or business discipline.
- Strong written and oral communication skills, including telephone-based, consultative selling skills and well-developed presentation skills.
- Excellent interpersonal skills.
- Strong organizational skills must include prioritizing, planning, follow through, multitasking and time management.
- Ability to sense and relate observations to sales opportunities.
- Ability to influence and persuade all levels of decision makers to achieve desired outcomes.
- Strong analytical, problem solving, and negotiation skills.

Personal Characteristics

- **Achievement Focus** - Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts on opportunities. Sets and achieves challenging goals. Takes calculated risks to accomplish goals.
- **Adaptability** - Accepts criticism and feedback; adapts to changes in the work environment; changes approach or method to best fit the situation; manages competing demands.
- **Analytical** - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- **Business Acumen** - Aligns work with strategic goals. Conducts cost-benefit analyses. Demonstrates knowledge of market and competition. Displays orientation to profitability. Understands business implications of decisions.
- **Business Ethics** - Inspires the trust of others. Keeps commitments. Treats people with respect. Upholds organizational values. Works with integrity and ethically.
- **Change Management** - Builds commitment and overcomes resistance; communicates change effectively; develops workable implementation plans; monitors transition and evaluates results; prepares and supports those affected by change.
- **Communications** – Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed.

- Selects and uses appropriate communication methods.
- **Conflict Resolution** – Confronts difficult situations; encourages open communications; Keeps emotions under control; Maintains objectivity; uses negotiation skills to resolve conflicts.
 - **Consultative Selling** – Applies product and market knowledge effectively; asks questions to discover client business needs; Builds rapport and establishes trust; manages and documents sales process; resents solutions that meet customer objectives; qualifies potential customers.
 - **Customer Service** – Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.
 - **Impact & Influence** – Achieves win-win outcomes; Addresses divergent opinions; displays ability to influence key decision-makers; pursues and wins support for ideas; uses authority appropriately to accomplish goals.
 - **Managing Customer Focus** – Develops new approaches to meeting customer needs. Establishes customer service standards. Monitors customer satisfaction. Promotes customer focus. Provides training in customer service delivery.
 - **Problem Solving** – Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.
 - **Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
 - **Sales Skills** – Achieves sales goals; Initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information; overcomes objections with persuasion and persistence.
 - **Strategic Thinking** – Adapts strategy to changing conditions. Analyzes market and competition. Develops strategies to achieve organizational goals. Identifies external threats and opportunities. Understands organization's strengths & weaknesses.
 - **Teamwork** – Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

To learn more about this opportunity or provide a confidential referral, please contact:

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Please use this reference code in the subject line of your response:
Reference Code: 548-02_Dir-Client-Relations_PPI

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