

Relationship Manager

GlobeStar Systems is a leader in integrated clinical communication. Our cornerstone product, Connexall®, is an award-winning Enterprise grade IoT platform, purpose built for the healthcare industry. Connexall® is a sophisticated and customizable end-to-end integration and communication platform that helps its customers improve clinical workflow, reduce alarm fatigue, and drive better patient and staff outcomes.

Job Title: Relationship Manager

Type: Full-Time

Start Date: Immediate

Location: USA Remote

Job Description

Reporting to the interim SVP of Sales and Marketing, the Relationship Manager (RM) will establish and maintain strong, trusting relationships with both potential and current clients, effectively communicate the value of our services, and ultimately drive sales and customer satisfaction. The successful candidate will play a crucial role in our business growth by attracting new clients through effective networking and relationship-building strategies.

Primary Responsibilities

- Develop and nurture relationships with existing and potential clients to build trust and loyalty.
- Engage in regular communication with clients to understand their needs and promptly address any concerns or issues.
- Act as the initial point of contact for Connexall, ensuring a positive client experience.
- Cultivate strong, long-term relationships by understanding clients' business goals, objectives, and challenges.
- Approach potential customers to establish and develop new business relationships.

- Identify opportunities to generate new business through referrals, networking, and industry events.
- Work closely with sales and marketing teams to develop and implement strategies for client acquisition and retention.
- Work effectively with all levels of the organization to ensure integrity of the relationships and service requirements are met.
- Develop and maintain a deep knowledge of Connexall's products and the value they provide.
- Stay updated on industry trends, market developments, and competitor to provide valuable insights to prospects and internal stakeholders.
- Manage client accounts, including maintaining accurate records, tracking interactions, and updating client information.
- Update and maintain the Master Contact Sheet, trade show and conference planning, and social media communications.
- Learn the assigned healthcare territory, including local culture, leaders, and professional associations.
- Identify opportunities for creative business generation within the healthcare sector.
- Investigate and analyze professional associations, community programs, and projects to identify potential partnerships.
- Attend industry events, conferences, and networking sessions to expand and strengthen relationships with key hospital stakeholders, including senior level executives.
- Participate in special projects as requested by senior management to support the overall goals of the organization.
- Other duties as required.

Qualifications

- Bachelor's degree in Business Administration, Marketing, Finance, or a related field.
- 1-3 years of proven experience as a Relationship Manager, Account Manager, or in a similar role.
- Excellent interpersonal and communication skills, with the ability to build rapport and trust with diverse client personalities.
- Basic understanding of customer relationship management and sales processes.

Connexall USA

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- Strategic thinker with strong analytical and problem-solving skills.
- Proficiency in using CRM software and other relevant tools to manage and track client interactions.
- Proficiency in MS Office Suite.
- Ability to work independently and collaboratively within a team environment.
- High level of adaptability and resilience in a fast-paced and dynamic work environment.
- Experience in or knowledge of the Healthcare Industry preferred.
- Willingness to travel as needed for client meetings and industry events.
- Must have reliable transportation and a valid driver's license

Benefits:

- Competitive annual salary.
- A rich benefits package, including medical, dental, life, long-term disability insurance.
- 401k matching program.
- Vacation.