

Manager of Managed Services

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.

Type: Full-Time

Start Date: Immediate

Location: Toronto

Job Summary

Reporting to the Interim SVP of Sales and Marketing, the Manager of Managed Services will manage and execute key growth strategies for the Managed Services division, with the support of the Interim SVP of Sales and Marketing. The successful candidate will manage and develop the Managed Services team by implementing the necessary infrastructure and systems to drive its success. Additionally, they will focus on improving customer satisfaction, supporting business development, enhancing marketing and branding initiatives, and contributing to the overall growth of Connexall.

Primary Responsibilities

- Build and maintain strong customer relationships, partnering with them to understand their business needs and objectives.
- Lead complex negotiations with customers to maximize revenue and profitability.
- Develop and monitor the accuracy and efficiency of sales reports/analytics to ensure the operation of a high-performing team.
- Continuously evaluate and improve managed services processes, procedures, and performance metrics to enhance efficiency, effectiveness, and customer satisfaction.
- Lead the managed services team by assigning accounts/territories to the team members, planning, monitoring, and evaluating job performance.

- Oversee human resource duties for direct reports, including but not limited to recruiting, mentoring, performance management, employee development and training, to ensure high performance and professional growth.
- Allocate resources effectively to meet client needs and service level agreements, ensuring optimal utilization of personnel and technology assets.
- Collaborate with senior leadership to support the development and execution of strategic plans for the growth and expansion of managed services, ensuring alignment with company objectives, market trends, and the creation of additional revenue streams.
- Develop and propose a pricing strategy that aligns with our service offerings.
- Ensure pricing consistency to minimize disruptions to other departments.
- Work with other departments and senior leaders to align efforts, avoid conflict of interest, and guarantee the success of targeted sales strategies.
- Identify and mitigate risks related to managed services delivery, proactively addressing issues and implementing preventive measures as needed.
- Implement and maintain quality assurance processes to ensure adherence to industry standards, regulatory requirements, and best practices.
- Support increased brand awareness and ongoing marketing efforts
- Other duties as required.

Qualifications

- Bachelor's degree in Business Administration, Marketing, or related field required.
- 8 years of sales experience preferred.
- 3 years of leadership experience preferred.
- Strong understanding of managed services concepts, methodologies, and best practices.
- Proven track record of successfully managing client relationships and delivering high-quality services in a dynamic and fast-paced environment.
- Exceptional verbal and written communication skills, with the ability to present to all levels of an organization, to both technical and non-technical audiences.
- Excellent interpersonal skills, with the ability to communicate effectively with management and cross-functional teams.
- Solid analytical and problem-solving abilities, with a focus on driving results and continuous improvement.

- Familiarity with healthcare IT systems and industry regulations (e.g., HIPAA) is a plus.
- Experience in a technical or software company preferred.
- Knowledge of MS Office is required.
- Exceptional leadership skills, demonstrating an ability to move and influence a team towards a common goal and objective.
- Ability to monitor and evaluate direct reports' progress against assigned expectations and to align their behavior with performance goals.
- Must be task driven, flexible to change, and able to handle multiple tasks simultaneously to meet tight deadlines.
- Self-motivated and able to inspire the same in a team.
- Ability to work in a fast-paced, high-growth environment.
- Customer-oriented and organized, with the ability to think strategically.

Benefits

- Competitive annual salary.
- A rich benefits package, including medical, dental, life, long-term disability insurance.
- RRSP program.
- Education reimbursement.
- Vacation.