

Professional Services Manager

Silverlink **Professional Services Managers (PSMs)** serve in highly visible and critical roles important to the company and its clients.

Responsibilities

Client Services

- Develop and grow client relationships.
- Provide consultative expertise to clients by demonstrating how Silverlink's solutions can help meet business objectives.
- Work with technical and non-technical stakeholders to define, implement and manage ongoing communications campaigns.
- Collaborate with clients to define program requirements, develop scripts & communication flows, and optimize communication program results over time.
- Collaborate with clients to define and measure communications program success.
- Troubleshoot technology and data issues.
- Serve as the long term primary point of contact for clients.

Communications Campaign Implementation and Support

- Create implementation project deliverables and provide oversight of others:
 - Call flow diagrams
 - Call scripts
 - Communications campaigns utilizing Silverlink's communications technology platform.
- Train and support clients in use of Silverlink's communications technology platform.
- Provide feedback to product development regarding new feature requirements.

Sales

- Collaborate with sales personnel on development of account strategies to meet or exceed quarterly revenue goals.
- Assist in identifying and closing new opportunities within existing accounts.
- Support new sales and business development efforts.

Background, Characteristics & Skill Requirements

Critical

- BA or BS required.
5-7 years experience working with clients in a formal client services capacity.
- Strong technical aptitude, orientation and interest.
- Project management experience.
- Outstanding attention to detail while multi-tasking.

- Excellent written, verbal, and presentation skills.
- Proficiency with MS Office suite – Word, Excel, Powerpoint, Project.
- Proficiency with process flow definition and documentation.
- High energy.
- Analytical thinking skills.
- Experience working in a health plan or related industry.

Differentiators

- MBA and/or clinical degree (RN, PT).
- Call center experience.
- IT consulting experience (Big 3, IBM, Oracle, etc.).
- Technical pre-sales.
- Experience with data integration.

Some travel to clients is required (up to 50%).