

CLIENT SERVICES MANAGER

ID: 15007
Date: May 2019
Position: Client Services Manager

About Hereva

Hereva Consultants was founded in 2014 inspired by a commitment to bringing a strategic project management approach to businesses in the Life Sciences undertaking new or expanded commercial real estate initiatives. The unique entrepreneurial spirits of Boston, Cambridge, San Diego, and London are the perfect fit with Hereva's philosophy and work style. We provide the dynamic leadership, technical knowledge, experience and services you need to create the ideal facility in which to meet your business goals. Hereva has offices in Cambridge and Southern California and offers flexible work arrangements and schedules to best meet the client's needs.

Position Description

The role of Client Services Manager is to develop new business by identifying prospects and opportunities, developing and building relationships with key decision makers, and recommending solutions to support the growth of the business. The ideal candidate will have relevant experience in a marketing and/or business development role and will be exceedingly well organized and pro-active. This individual will work well with a team and independently; with the ability to multi-task and respond to rapidly changing priorities. Hereva encourages and supports further growth within the organization with the expectation that the qualified candidate would be an active participant in company and industry events.

Core responsibilities::

Client Services Manager's Primary Objectives:

- Lead in the acquisition of new business by developing new and leveraging existing relationships and connections; develop network of appropriate industry contacts to support the role.
- Develop and execute a proactive, comprehensive business development strategy; including networking, industry events, marketing and social media activities.
- Engage in the development and continued success of the company. Be willing to be a face of leadership and to promote Hereva at industry events, networking and business opportunities
- Establish contacts with leads/opportunities and make initial contacts as required to create introduction opportunities for Hereva.
- Actively advocate Hereva as a best-in-class, business critical resource to existing client base and industry network.
- Lead the management of all opportunity tracking in the Hereva's CRM database; assist in

research of opportunities and tracking of follow up, including develop lists of meetings to be scheduled, and follow up required.

- Participate in proposal compilation and submission as required to support sales process.
- Manage and maintain ongoing client relationships; successfully promote to Hereva to new prospects and existing customers to ensure full understanding of Hereva capabilities and service offerings
- Collaborate with marketing and senior leadership to ensure that all collaterals, press releases and web publishing are in accordance with company standards and branding guidelines.
- Ensure effective marketing service delivery, business promotion, advertisement and public relations are delivered.
- Own and manage local Hereva Events Calendar; assist in recommending and tracking event attendance, provide regular updated to calendar events at Hereva all-staff meetings.
- Work with marketing team on the planning of any staff or marketing events; make recommendations for team activities and help plan, coordinate and manage events.
- Assists with projects as needed and applies best practices in the development, initiation, tracking, planning, execution, control and closing of projects.

Candidate Profile

The successful candidate needs to be energetic, experienced and autonomously proactive. They should understand the duties and deliverables expected of them and achieve these through independent effort and time management.

The core attributes of a Hereva team member:

- Strong and effective written, verbal and presentation skills with the ability to collaborate with team members and business stakeholders at all levels.
- Attention to detail with a positive attitude, team-oriented outlook and healthy sense of humor.
- Must be comfortable juggling multiple changing priorities and projects with effective time management.
- Views changing priorities as a motivating challenge and has excellent problem-solving, analytical and investigative skills.
- Excited to innovate in a fast-paced, rapidly-expanding company.
- Demonstrated ability to assume sole and independent responsibility for various projects with exceptional time management skills.
- Demonstrated successful experience with managing partner and vendor relationships.

Minimum requirements:

- Strong and effective written and verbal communication skills with an exceptional attention to detail.
- Bachelor's degree or equivalent required with disciplinary focus in Business,

- Communications, Marketing or related field preferred.
- Experience in a business development or client services role; within the So Cal biotech, design and construction industry a plus
 - Demonstrated ability to establish and develop a network and have a presence within the industry.
 - Strong team player to act as a conduit between the teams, fostering open communication and sharing of content, knowledge and ideas.
 - Working knowledge of Microsoft Office suite
 - Highly experienced with website and social media management
 - Experience with SharePoint and Insightly a plus
 - Displays a high degree of maturity, honesty, trust and integrity
 - Ability to work self-managed & as a proactive self-starter

Interested candidates should apply by submitting their resume with a cover letter referencing the job posting ID to: careers@hereva.com