

JOB DESCRIPTION

Job Role:	Clinical Lead & Account Manager
Reporting to:	General Manager
Team:	Sales
Key Relationships:	Engineers, Customer Service Team, Projects Team, Finance Team

KEY OBJECTIVES:

- Proactively manage accounts and customer relations
- Providing leads for service contract sales
- Support showroom visits
- Provide equipment demonstrations
- Provide customer training
- Provide staff training – driving customer centricity
- Consultation room furniture sales
- Sale of hygiene products
- Supporting customer handovers

Responsibilities required to meet Key Objectives:

1. Full, clean, UK driving licence
2. Act as the 'go to' guidance person on all clinical lead questions
3. Provide a consistently excellent level of customer service to our clients and internal teams
4. Communicate effectively through a range of platforms in a prompt and methodical manner
5. Support the office team with updates on current contracts and projects being undertaken
6. Assist in the production of accurate and relevant quotations
7. Liaising with all relevant stakeholders on a regular basis to ensure project remains on schedule
8. Provide telephone technical support to internal teams where necessary

Person specification

- Proven track record of customer service background.
- Great clinical knowledge of dental practices and how they work.
- Hands on and experienced in managing client accounts.
- Excellent communication skills.
- Knowledge of Contract Management in a similar environment is desirable.
- Be numerically astute, have excellent IT skills and be able to work as part of a professional team.

Hague Dental Supplies Ltd is an established and multi award-winning Dental Equipment & Practice Refurbishment business. Our projects range from small dental surgery refurbishments to multi-room practice design and fit out.



Hague Dental Supplies Ltd is unique in the industry as we have dedicated internal resources for Interior Design, CAD and project management. On the majority of our refurbishment or fit out projects we can deliver full scope solution from site survey to complete design, layouts, and project management. In this varied role you will be working with the Sales team and Engineering team as well as our sub-contractors to manage contracts from scoping to delivery and completion of build projects.