

Role: CUSTOMER RELATIONSHIP AND PROJECT MANAGER

Join a dynamic team in an innovative company

Company

EPIMED SOLUTIONS is specialized in developing clinical information systems, which aim is to improve the quality and efficiency of hospital care.

Founded in 2008 by intensive care physicians with wide experience in risk and prognostic studies, the company is a market leader and is currently present in more than 450 hospitals in Europe and Latin America.

<https://www.epimedolutions.com/fr/>

Territory

Customers of the Epimed Solutions Belgium

Mission

Job Description

- Customer Relations and Project Manager (Belgium)
- Presentation of Epimed Monitor products for clients
- Implementation of Epimed Monitor products
- User training
- Customer support and commercial follow-up
- Analysis and technical support

Responsibilities

- Presentation of Epimed Monitor ICU Adult, Neonatal and Pediatric, Infection Control and Patient Safety systems;
- Plan and make visits and commercial follow-up with customers;
- Implement the strategy defined by the global management;
- Support commercial actions from a technical point of view;
- Support via phone or email;
- Provide training programs for clients;
- Coordinate incoming requests and interface with the development team, aiming for fast performance;
- Analyse and answer users' doubts and questions in accordance with Epimed's standards in order to ensure quality of service and customer satisfaction;
- Control system alignment with local culture and variations;
- Check the entire system to detect errors regularly;
- Complete and update the CRM tool (Salesforce and ASANA).

Education

Validated NURSING degree.

Experience

Intensive care experience required;
Knowledge in infection control and patient safety would be an advantage.

Profile

- Dynamic
- Excellent presentation
- Good written and oral expression
- Punctuality
- Sense of organization
- Proactivity

Languages

French (fluent) and English (intermediary)
Dutch and Portuguese (would be an advantage)

Location

Brussels

Weekly workload

38h/week

Salary

Attractive + sales commission

Employment contract

Open-term employment contract
(all benefits included)

Extras

Computer and mobile phone are provided by the company;
Travel expenses, meals and hotel expenses when visiting customers are supported;
Shared company car (when needed to visit and train clients)

Epimed Solutions Belgium

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