

## Client Service Manager Job Description

**Purpose of Position:** To ensure both Hill Laboratories and the Client have a clear and common understanding of what Hill Laboratories will deliver, in terms of both the service specification and the price for this service, before work commences.

To provide knowledgeable and easily accessible testing/technical advice, consistent with the Laboratories position as an impartial analytical laboratory.

To actively engage new and existing clients and work with the client service managers (CSMs) within the sector to drive strategies and tactics for growth in our business.

Effectively manage own client servicing workload and deliver outcomes of the team to meet the revenue, operational and quality targets agreed with the Senior CSM, while actively pursuing ways to continually improve work processes.

### Functional Relationships:

<b>Reports to:</b>	<b>Team Leader Client Services &amp; Administration</b>
<b>Reporting staff:</b>	<b>Nil</b>
<b>Liaise with:</b>	<b>External Clients, Other Client Service Managers, Market Sector Managers, Administration Team, Section Managers and Team Leaders of Sample Reception, Dispatch, Technologists and Team Leaders of Sector. Executive Management and Senior Management Team.</b>
<b>In absence of incumbent:</b>	<b>Duties will be carried out by other Client Service Managers as organised by the incumbent prior to their absence, or, if the incumbent is unable to delegate their tasks (e.g. they were unexpectedly sick), the Team Leader Client Services will be responsible for ensuring that the duties are covered by other CSM's.</b>
<b>Financial Authorities:</b>	<b>NIL</b>

### About Hill Laboratories:

We are recognised by our Clients as being a leading provider of commercial analytical services to a wide variety of Clients and Industries within the domestic and international markets, and we continuously strive to use the latest technologies available to supply the most accurate and reliable results.

### Our Vision:

We are a lab of choice because we are reliable, trusted and respected. We are the recognised experts in our field and we make it easy for our Customers to work with us.

### Our Values (PIHA):

People are valued and we enjoy our work  
Innovation and Agility  
Honesty and Integrity  
Accountability and Discipline

## Our Reason for Being

We make a difference for our customers by helping them increase their productivity, ensure safety, minimise environmental impact, meet regulatory requirements and support their communities' well-being.

Accountability	Deliverables / Outcomes
<p><b>Account Management</b></p>	<p>The following responsibilities pertain to the broader Sector CSM team, with the Market Sector Manager (MSM) being a single point of accountability for them:</p> <ul style="list-style-type: none"> <li>• Take ownership of all aspects of Hill Laboratories responsibilities for the Customer interaction with our business, e.g TAT, Quality, Pricing etc, and follow the Hill Laboratories Key Account Management policies and procedures, as applicable</li> <li>• Understand the operational flow of the testing that relates to the CSM's clients to ensure advocacy for the client but also forging a solid working relationship with internal operations</li> <li>• Assist the MSM in the quarterly review of business relationships for the division</li> <li>• Build a close relationship with client(s) by supporting, listening, and taking ownership to ensure Hill Laboratories exceed client expectations, making the experience of doing business with Hill Laboratories a rewarding, and pleasant experience</li> <li>• At all times, regularly work with the client to define their requirements (e.g. ensuring that the services provided for the client are fit for purpose). As applicable, provide support and guidance to the client through the support from other teams (technology, business development or marketing)</li> <li>• Present papers or knowledge base presentations at client seminars, i.e. industry bodies/visit Hill Laboratories.</li> <li>• To actively pursue Hill Laboratories' business goals, including meeting sales targets for each market segment.</li> </ul>
<p><b>Assisting the team to meet (and strive to exceed) revenue targets</b></p>	<ul style="list-style-type: none"> <li>• Must fully understand the business targets, their relevance to the company and the division</li> <li>• Pro-actively identify new business opportunities and ensure that robust RoNW (Review of New Work) is carried out in all instances. Ensure that business development activities are appropriate to ensure business growth</li> <li>• Foster and grow key account and major account management by recording Client Interactions in the Customer Relationship Management (CRM) system</li> <li>• In conjunction with the MSM, General Manager, Marketing Manager and other Client Service Managers, provide input to planned and opportunistic sales and marketing initiatives e.g. Client Watch Programme, Fielddays and website</li> <li>• Manage end to end client interactions to ensure invoices are supplied to the customer accurately and promptly for their testing services.</li> </ul>

<p><b>Ensure that operational outcomes meet the quality and Continuous Improvement expectations of Hill Laboratories</b></p>	<ul style="list-style-type: none"> <li>• Be familiar with all relevant Hill Laboratories quality systems, and an advocate for high quality outcomes in the team</li> <li>• Ensure that current work processes are documented in accordance with Hill Laboratories quality systems, and that team members consistently and reliably follow documented processes</li> <li>• Ensure that the QOWQ (Quality of Work Query) system is used positively and constructively to record quality issues and that QOWQs, corrective and preventative actions are addressed in a timely way</li> <li>• Be familiar with continuous improvement practices used in the organisation by identifying problems or opportunities for improvement in the processes used by the team</li> <li>• Encourage regular and ongoing input from team members into ways that processes used by the team can be improved</li> <li>• Participate in broader initiatives that aim to improve processes used across the company, or by other parts of the company.</li> </ul>
<p><b>Personal and Professional Development</b></p>	<p>In line with individual accountabilities and responsibilities.</p> <ul style="list-style-type: none"> <li>• Training Plan to reflect knowledge and experience; must keep up with reading requirements (IANZ)</li> <li>• Understand and maintain an up to date knowledge of standard 17025 requirements and take responsibility for validity of results</li> <li>• Understand and maintain an up to date knowledge of NZFSA Lab Approval Scheme Rules (if applicable).</li> </ul>
<p><b>Contribute to broader organisational activities</b></p>	<ul style="list-style-type: none"> <li>• Be proactive in helping out others in Hill Laboratories when you or your team have the ability to do so</li> <li>• Maintain a strong and positive team culture which aligns with the values and culture of Hill Laboratories</li> <li>• On request, contribute to business and strategic planning activities in areas of expertise across sectors and wider Hill Laboratories business</li> <li>• Encourage participation of team members in initiatives which support the Hill Laboratories Environmental Policy</li> <li>• Other tasks as directed by the Senior Client Service Manager.</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Take responsibility for personal compliance with Health &amp; Safety policies and procedures. Ensure personal safety and the safety of co-workers while at work</li> <li>• Identify, take appropriate action and promptly report any health and safety and/or security incidents</li> <li>• Accurately report and record workplace incidents and injuries</li> <li>• Report equipment malfunction and facility issues to the appropriate Manager</li> <li>• Ensure that the workplace is clean and safe, actively promoting all aspects of Health &amp; Safety in the workplace.</li> </ul>

**Educational and experience competencies required:**

1. Tertiary science or operational based qualification is preferable
2. Recent customer focused, sales orientated or operational work experience (at least 3 years)

**Key Performance Measures:**

1. Work is completed in agreed time frames and to accepted Quality and Health & Safety standards.
2. Agreed team goals are met.
3. Personal Development goals are met.
4. Practice company values and expected behaviours.

**Behavioural competencies required:**

1. **Is a role model of positive behaviours and values** – lives the values of Hill Laboratories, leading others by example. Will ‘roll their sleeves up’ and help teams out when needed. Has a positive influence on the culture of the staff they lead, and on the organisation as a whole.
2. **Honesty and Integrity** – while this is a value of the organisation, this role requires particular diligence for the incumbent, their staff and as a watchdog generally.
3. **Process orientation with an attention to detail** – has a natural inclination to develop and document processes for work being undertaken. Has a good attention to detail.
4. **Analytical** – can summarise large volumes of data in a manner that provides a readily understood summary of the facts and guides conclusions that are balanced and objective.
5. **Leadership** – leads and motivates people to deliver outcomes. This requires an ability to work effectively with people with a range of personalities and cultural backgrounds, gaining their trust and respect. Is good at coaching of staff, with a natural orientation to the training and development of others. Will take decisive action to problems or matters of poor performance when needed.
6. **Communication** – is an advanced and effective communicator with staff, peers, and those in more senior roles in the organisation. Is able to convey both positive and negative feedback in a constructive manner. Recognises areas in which communication is required, and is proactive in addressing these communication needs.
7. **Reliably delivers on results** – has the time management and organisational ability to ensure that agreed outcomes are delivered in an orderly and reliable way. Has a personal aspiration to meet and exceed the targets set for them. Deals well with problems, finding solutions while not allowing stress or pressure to affect behaviours.
8. **Quality focus** – is determined to deliver outcomes that are of consistently high quality. Approaches quality issues in an objective manner, finding solutions that will deal with issues in the long term.
9. **Improvement focus** – is proactive in finding solutions to problems, and ways to improve processes that will increase efficiency or improve outcomes for staff and customers.
10. **Proactive** – understands and accepts key accountabilities and takes initiative to “make things happen” in line with these accountabilities.

**Signed**

**Approved by:**

*(line manager name)*

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**Position:**

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**Signature:**

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**Date:**

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**Agreed To By:**

*(employee name)*

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**Signature**

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**Date:**

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