



Example of Customer Leader Job Description

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Our company is growing rapidly and is hiring for a customer leader. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer leader

- Discovers & Evaluates customer needs in collaboration with the Account Executive
- Articulates the clinical, operational and economic benefits of the solution based on value criteria (Value Based Healthcare - Care Pathways) to the customer develops the customer presentation
- Assesses capability to implement / deliver solution, estimating costs, delivery team / schedule and project duration
- In coordination with the Account executive and internal pricing, designs pricing strategies to maximize margins
- Actively contributes to Value proposition assessments with data, content & insights in close cooperation with Modalities and Marketing teams
- Handovers projects for implementation to contract manager / fulfillment teams, and provide appropriate follow-up/support to identify and deliver productivity gain over the course of the project
- Be a coach – guide, instruct, teach, motivate and have honest, effective conversations
- Lead by example – You'll set the tone for your team, demonstrating all the right behaviours
- Support your team – you'll say thanks when a good job is done, give guidance, listen to their calls, discuss their performance with them and make sure they have a well-earned break
- Talk to your people lots - about everything from what new products we might be selling, through to changes in process

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- Minimum of 5 years of Power Generation experience
 - Current contacts/relationships at large accounts in the region
 - Strong business and executive level sales acumen
 - Insists on the highest standards from self and others
 - Works with Customer Teams, Product and Suppliers Quality organizations to achieve customer and internal quality objectives
 - Develop and implement the EES India business and product strategies, product roadmaps and overall STRAP planning for the segment