



Example of Engagement Manager Job Description

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Our growing company is searching for experienced candidates for the position of engagement manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for engagement manager

- Support account management team with customisation requests from strategic accounts
- Manage Projects to deliver on-time, on-budget and within the defined scope
- Identify, interpret, and deliver key insights in customer data to thorough routine analysis, reporting services, and client feedback
- Conduct routine meetings with clients to ensure ShopperTrak is meeting clients' existing and future business needs
- Manage client accounts as assigned and serve as the primary contact with a high degree of integrity at all times
- Educate clients on the functionality and applicability of ShopperTrak's products, services, and business intelligence
- Contribute to the maximization of revenue potential for both ShopperTrak and its customers
- Facilitate resolution of customer complaints, directing customers to internal resources as appropriate, but remaining as primary point of contact to manage accounts
- Have a working knowledge of complete system and the flow of data through the internal system to the customer facing components
- Work with the Associate Engagement Managers to deliver accurate and actionable data per the Client Roadmap

Qualifications for engagement manager

- Develops a mutually beneficial working relationship with various clients by consulting on the operational design and implementation of the business strategy while promoting the objectives of improving health care outcomes and increasing patient quality and value
- Sets the strategic vision and tone for the relationship and carries out the operational plan to execute that strategy
- Seeks to optimize client interaction, anticipating client needs and acting as the voice of the client internally, providing recommendations based on client needs
- Defines, organizes, influences and/or leads a team of various internal, client, and external resources to implement complex new arrangements with combinations of financial, product, technology, clinical, and operational elements such that the client and the business meet all program goals
- Collaborates cross-functionally to monitor performance and customer service efficiencies, including performance guarantees, client and company clinical financial goals