
Customer Success Team Representative (EU/UK/Middle East) – *(German Speaking) *

Position Overview:

Reporting to the Business Manager EMEA, as a member of the Customer Success Team you will support Circles sales and growth strategy. By providing general account management you will engage customers to deepen and strengthen relationships so that customer lifecycle management goals are achieved. In partnership with the Account Executive, you will support new, existing and prospective customers promoting Circle products and driving customer satisfaction ensuring growth and revenue targets are achieved. Jointly, you will be held accountable for, and contribute to corporate Sales revenue, with sales targets based on a designated territory. **The Incumbent must be able to converse in German within a business setting. Only those individuals, able to communicate in German within a business setting will be considered. Please indicate your proficiency with respect to German on your application!**

General Responsibilities:

- Collaborate with and support the Account Executive providing general account management to existing customer sites.
- Identify tenders, RFP and collaborate with Account Executives to deliver successful submissions.
- Establish a relationship within assigned accounts and maintaining an account profile for each account ensuring that customer needs are identified and managed proactively.
- Contribute to and support the development and execution of the overall sales strategy.
- Assist in the development and progression of sales opportunities by providing ongoing engagement with customers.
- Obtain, document and provide customer information and feedback that enhances customer satisfaction, product development and service approaches.
- Assist in the development, implementation measurement of various marketing initiatives
- Perform routine follow up calls as per renewal requirements to ensure support sales goals are achieved on time.
- Initiate sales calls, monitor and manage leads and trial licenses.
- Liaise with support to determine call trends and identify opportunities to upsell services such as applications training
- Welcome new customers to Circle by providing welcome package information.
- Complete and maintain accurate sales forecasts, data gathering and reports monthly for Director Global Marketing and others as required from time-to-time.
- Develop quotations in Salesforce based on the identified and approved sales processes and information collected from the customer, distributor or partner as designated and/or assigned.
- Conduct regular customer review calls and follow up as necessary when assisting in customer escalation issues.
- Conduct Sales/Contract administration requests including RFP's, RFQ's, and RFI's.
- Participate in meetings and take responsibility for marketing and sales improvements, implementations and initiatives as assigned and actioned.
- Perform reporting functions on an ongoing and timely basis.

Required Skills/Experience:

- Good understanding of the healthcare industry
- Excellent communication skills (written and verbal) and time management skills
- Organized, responsive, and strategic orientation.
- **Ability to correspond and converse in German within a business setting.**
- Proven collaboration and interpersonal skills; professional presence and behavior with the ability to handle diverse situations.

Preferred Skills/Experience:

- Experience in previous sales roles, preferably in selling sophisticated technology and ideally, in the medical tech sector an asset.

Educational Requirements:

- Bachelor's Degree in Business or equivalent.



About Circle Cardiovascular Imaging Inc.

Circle Cardiovascular Imaging Inc. is a Calgary-based software development company that develops and sells cardiac post-processing software that allows for the evaluation and analysis of MR and CT images. Available for clinical and research use, the stand-alone software provides full DICOM and PACS connectivity.

Circle operates worldwide and its products (cvi42, cmr42, ct42, and report42) have been approved for the Canadian, American, Australian, and European markets. Circle's goal is to contribute to quality in cardiovascular imaging and research, while maximizing the achievable benefit for patients by enabling healthcare providers to accurately and effectively analyze cardiovascular images.

How to apply:

While we thank all those who apply, however please note that we will only be contacting those selected for an interview. No phone calls or unsolicited agency referrals please.

Only applicants who are authorized to work and are residing within United Kingdom or European Union will be considered for this position. Please note that there is no relocation/sponsorship provided for the position at this time.

Please send your resume with cover letter to the attention of Human Resources at the following address or apply on our website:

Email: hr@circlecvi.com

Fax: +1 403 338 1895

Mail: **Circle Cardiovascular Imaging Inc.**

1100, 800 5th Avenue SW

Calgary AB T2P 3T6

Canada