

## **Job Title: Rental Account Manager (Clinical Background)**

**Company:** Five Mobility

**Location:** Lincoln, Peterborough, Norfolk, Suffolk, Essex, Bedfordshire, Hertfordshire, Kent, London, Sussex, Berkshire, Oxfordshire.

**Position Type:** Full-Time

**About Us:** Five Mobility is a leading provider of medical device equipment rental services in the Bariatric equipment market, serving the NHS through the Acute, Community, Long Term Care and Home Care sectors country wide. We specialise in offering a high-quality service through a swift service level agreement to support healthcare organisations in delivering exceptional patient care.

**Job Overview:** We are seeking a dynamic and experienced Account Manager with a clinical background to join our dedicated team. The ideal candidate will play a pivotal role in building and maintaining strong relationships with healthcare facilities, ensuring the seamless rental and use of our medical devices and equipment.

### **Responsibilities:**

1. **Account Management:** Manage and develop relationships with acute and community hospitals along with Long Term Care facilities including community patient pathway management to understand their equipment rental needs.
2. **Product Knowledge:** Possess a deep understanding of our medical devices and equipment, their features, and benefits to effectively communicate with clients.
3. **Consultative Sales:** Use your clinical expertise to advise clients on the best equipment solutions to meet their specific patient care requirements.
4. **Sales Targets:** Achieve and exceed sales targets by proactively identifying opportunities and promoting our rental services.
5. **Compliance:** Maintain an up-to-date knowledge of industry regulations and standards.
6. **Account Expansion:** Identify opportunities for upselling and cross-selling our equipment and services to existing clients.
7. **Client Support:** Provide exceptional customer service, including troubleshooting and addressing client inquiries and concerns promptly.
8. **Documentation:** Maintain accurate records of client interactions, contracts, and equipment usage.

9. **Team Collaboration:** Collaborate with our internal team, including logistics and customer support, to ensure the seamless execution of orders and client satisfaction. Adaptability to work within colleagues accounts to provide clinical expertise.

#### **Qualifications:**

1. **Clinical Background:** Qualification in a clinical field such as nursing, respiratory therapy, or a related discipline.
2. **Training:** Clinical Education experience preferred.
3. **Sales Experience:** Proven track record in sales, preferably in the healthcare or medical device industry.
4. **Communication Skills:** Excellent verbal and written communication skills with the ability to convey complex medical information to diverse audiences.
5. **Customer-Centric:** A strong customer service orientation with a dedication to meeting and exceeding client expectations.
6. **Problem-Solving:** Ability to analyse client needs and provide effective solutions.
7. **Self-Motivated:** Demonstrated self-motivation and the ability to work independently.
8. **Team Player:** Ability to work collaboratively within a team environment.
9. **Computer Skills:** Proficiency in MS Office suite and CRM software.

#### **Benefits:**

- Competitive salary and performance-based bonuses
- Comprehensive healthcare benefits
- Pension
- Ongoing training and professional development opportunities
- Company vehicle

If you are a clinically experienced professional with a passion for sales and customer service, we invite you to join our team and make a meaningful impact in the healthcare industry.

**How to Apply:** Interested candidates should submit their CV and a cover letter detailing their relevant experience and qualifications to [greg.wingate@fivemobility.co.uk](mailto:greg.wingate@fivemobility.co.uk). Please include "Account Manager Application - [Your Name]" in the subject line of the email.

Application Deadline: November 3<sup>rd</sup> 2023