

Client Services Director

About Qforma

Qforma is an advanced analytics and predictive modeling company providing sales and marketing solutions for the pharmaceutical and biotech industries. Qforma's customized tools deliver valuable insights by identifying behavioral patterns in large, complex data flows. Our mission is to help pharmaceutical and biotech companies maximize the efficiency of their sales and marketing programs. Qforma is a forward-thinking company looking for energetic, intelligent leaders in their field.

Job Description: The Client Services Director develops and implements customized project plans and specifications for our clients. Client Services works closely with Qforma customers throughout the solution process to facilitate and track project progress, provide measurements of results during implementation, perform analysis of results, and deliver customized training. The Client Services Director leverages technical and pharmaceutical domain expertise to exceed client expectations. This position reports directly to the VP of Client Services. Compensation is salary plus commissions.

Responsibilities:

- Create, manage and implement multiple concurrent client projects
- Collaborate with other team members to analyze client requirements and develop customized solutions
- Create, coordinate, and deliver project presentations
- Develop and manage project plan and timeline
- Serve as primary contact for client support during the project.
- Coordinate with development, production, and sales teams to ensure solution is delivered on time and within specifications
- Ensure systematic quality control of the solution
- Develop product training guides and present on-site training

Ideal Education

- BS in technical or business discipline
- Advanced degree is a plus
- The ideal candidate will have a combination of technical experience and pharmaceutical project management experience

Ideal Skills

- Minimum of 5 years experience in pharmaceutical/medical industry analytics, consulting, information management, systems integration or software development.
- Willingness to complete difficult tasks on time under difficult circumstances
- Ability to manage multiple projects simultaneously
- Extensive project management experience
- Ability to work collaboratively in a team environment
- Exceptional communication skills and leadership abilities
- Some travel required

Qualified candidates should contact Mark Feeney, VP, Client Services, at mfeeney@qforma.com