



Leading healthcare
terminology, worldwide

SNOMED International is currently recruiting for a Customer Relations Lead for Europe.

This role will operate at a senior level within the organization and is part of the Customer Services Relationship Management Line of Business.

This is a remote working position reporting directly to the Chief Operating Officer and has no direct reports.

Job Summary:

The Customer Relations Lead for Europe plays a pivotal role in enhancing SNOMED International's presence and market penetration within European networks. They are responsible for increasing awareness of SNOMED CT among vendors, Standards Development Organizations (SDOs), and potential members to drive new business development and collaboration. This role requires strong leadership, strategic thinking, and exceptional communication skills to align client requirements with SNOMED CT's development process effectively.

Key Responsibilities:

- Enhance SNOMED International and SNOMED CT's profile within European networks to increase awareness among vendors, SDOs, and potential members.
- Identify markets for expansion and anticipate regional trends to create opportunities for increasing membership and disseminating SNOMED CT as the global standard for medical terminology products.
- Link client priorities, requirements, and expectations with SNOMED CT's development process to facilitate uptake and maximize client satisfaction.
- Advise management and lines of business on areas to align with client requirements to ensure a client-focused approach to delivering products and services.
- Develop strategy and annual work plans to identify and prioritize business development opportunities. Ensure systems and tools are in place to secure such opportunities (e.g., CRM tools, onboarding processes).

- Align business and network development initiatives with Global customer management strategy, IHTSDO's corporate objectives, and the priorities of the lines of business.
- Develop, agree upon, and manage the budget for Customer Relations for Europe.
- Identify EU projects in which SNOMED International can become involved as a fully funded partner. Manage SNOMED input into project initiation and collaborate with the Finance Department to ensure funding availability.
- Identify education opportunities with Members and EU Projects, liaising with the Implementation Support team to deliver education.
- Identify opportunities to deliver sessions within EU conferences to enhance SNOMED CT's reputation and standing.
- Undertake any other areas of delivery as directed and negotiated with the Line Manager.

Qualifications:

- Bachelor's degree in Business Administration, Marketing, or related field; or an equivalent combination of education and work experience.
- Proven experience in customer relations, business development, or a related field, preferably within the healthcare or IT sector.
- Strong understanding of European healthcare systems, policies, and regulations.
- Excellent communication and negotiation skills with the ability to build and maintain relationships at all levels.
- Strategic thinker with the ability to identify opportunities and anticipate market trends.
- Experience in budget management and strategic planning.
- Ability to work independently and collaboratively in a fast-paced, dynamic environment.

Preferred Qualifications:

- Experience working with international organizations or consortia.
- Knowledge of medical terminology standards or healthcare interoperability standards.
- Fluency in multiple European languages.

Working Conditions:

Our focus is on enabling the implementation of interoperable semantically accurate health records. Joining SNOMED International, where remote working has long been embedded in our culture, you can enjoy the right mix of autonomy, challenge and ability to shape and influence your role as a valued team member.

This position will require travel within Europe and attendance at conferences and meetings. ***As such, it is a prerequisite of the position that the candidate be based within a European time zone.***

Application Process:

If the requirements of this role resonate with you, you have a minimum of five years working in a Customer Relationship oriented environment, and you are keen to join an organization operating at the leading edge of clinical terminology, please apply by sending your resume/CV and cover letter to jobs@snomed.org with **'Customer Relations Lead Europe':<your name>** in the subject line.

Applications will close Friday 3rd May, 2024.

Equal Opportunity Employer

SNOMED International is an equal opportunity employer and values diversity in its workforce. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.