



QHR Software Inc., a QHR Technologies Inc. company, is looking for a:

Account Manager - Kelowna

QHR Software Inc. is a wholly owned subsidiary of QHR Technologies Inc. and is based in Kelowna, BC.

Position Summary:

QHR Software is looking for an out-going Account Manager who is a client service/sales generalist who focuses on the cross-sell, up-sell, and retention of existing client base and on qualifying new leads. The successful candidate will manage a customer portfolio ensuring effective relationship management and is responsible for contribution to the overall success of the sales group and client services.

To learn more about us, please visit our website at www.QHRSoftware.com.

Key Accountabilities:

- Develops and assists growth of a new and existing client base by:
 - a. Acting as the initial point of contact for new leads coming in through campaigns, website, etc. Following up on leads generated through various campaigns for up-sell and cross-sell opportunities.
 - b. Follows up after implementation is complete for process/satisfaction feedback.
 - c. Getting to know the customer. Managing the overall satisfaction and reference ability of current clients.
- Contributes to the effective utilization of company's products and solutions by:
 - a. Preparing proposals and developing/presenting business case to the client/prospect.
 - b. Conducting an overview of current solutions and offer recommendations for additional or new solutions to ensure client success.
 - c. Building Quadrant User Groups (QUG)
 - d. Liaising and utilizing product specialists to fulfill identify client needs.
 - e. Liaise with Manager of Product Management to provide client insight into future product development.
 - f. Ensuring prompt follow-up for acceptance of the proposal and reacting swiftly to any problems, amendments, extensions and reporting to senior management where necessary.
- Builds and maintains an understanding of our market with both internal and external contacts by:
 - a. Building and maintaining an awareness of market and buying trends.
 - b. Participating in Tradeshows and other events to develop and expand network of contacts.
 - c. Developing knowledge of how our solutions meet current, emerging or unique needs.

- Ensures assigned client relationships receive ongoing attention, as required, to maintain and grow the relationship by:
 - a. Actively seeking customer feedback on solutions and services and the delivery of customer service.
 - b. Liaising with the National Support Manager for fulfillment and all service activities.
 - c. Liaising with the Business Analysts and Manager of Product Management for compliance monitoring and reporting actions as required.
 - d. Meet regularly with internal Product Specialists.
 - e. Provides regular formalized reporting back to Product & Support departments on product feedback/deficiencies, etc.

Qualifications:

- Minimum 5 years Software Sales experience
- Experience in Account Management/Client Relations
- Excellent communication skills; written and verbal
- A proven track record in up selling/cross selling environment
- Strong business development skills
- Strong understanding of technology and provincial eHealth initiatives
- Excellent interpersonal skills, with the ability to foster relationships internally and externally
- Strong administrative and reporting skills

Total Rewards:

We offer a competitive compensation and attractive benefits package.

Please email your resume in Word or PDF format to lbarrett@qhrtechnologies.com

Thanks to all those that apply. Only those chosen for an interview will be contacted.

QHR Technologies Inc. has a vision of being a Top 100 Technology Company and a Top 100 Employer. Our results and culture all point to personal growth, opportunities and success. QHR Software Inc. is a wholly owned subsidiary of QHR Technologies Inc., a publicly listed company (TSX-V:QHR). QHR Technologies was recently recognized by the 2010 Branham 300 list in the 'Top 5 Pure Play Healthcare Companies' list, the 'Top 10 Growth Companies' and the 'Top 20 Movers and Shakers' list as well as listed on the 'TSX Venture Exchange Top 50' list. As well, QHR Technologies was recently named as a finalist in B.C.'s 'Technology Impact Awards (TIA's) in the category of 'Emerging Company of the Year' for its outstanding performance as a technology enterprise. The TIA's recognize British Columbia's most innovative and dynamic technology companies. QHR Technologies Inc. has focused on the business development of promising Canadian technologies to meet the needs of emerging or under-developed markets. This strategy has generated profitable revenues, while earnings have allowed QHR to prosper and grow on behalf of shareholders. Capitalizing on its management expertise, QHR continues to source new markets and technologies through mergers or acquisition. For further information on QHR Technologies, please visit our website at: www.QHRTechnologies.com.