



## **CLIENT RELATIONSHIP MANAGER** *(Program Manager)*

### **We Deserve the Best – And So Do You!**

High Growth Company  
Opportunity to Learn and Grow  
Shape your Career  
See the Importance of Your Work

Millstone Medical Outsourcing is looking for an energetic individual to join its Sales/Marketing Team. Millstone is a fast growing, fast paced medical service provider for the top Orthopedic companies in the industry. Millstone's business focus is sterile and non-sterile packaging of medical devices. Millstone also engages in other activities, such as mechanical inspection and assembly, which are designed to meet the outsourcing requirements of medical device manufacturers seeking to reduce costs while maintaining high levels of quality, accuracy and timeliness. We are FDA and ISO registered and employ a detailed internal quality system to ensure ISO compliance.

Working collaboratively within the Sales/Marketing team, the Client Relationship Manager will be responsible for managing the relationship between Millstone and its customers. The Client Relationship Manager will oversee the transition activities from new program development to operations and ensure quality and documentation are maintained in accordance with ISO and FDA guidelines. This position is also responsible for possessing a general understanding of all areas within the organization and the ability to work with the experts within those areas.

#### **Responsibilities:**

- Ensure client needs are met internally by working seamlessly with all internal departments including Sales, Operations, Quality, Finance and IT
- Manage new and existing client projects as part of a cross functional team – from concept to execution
- Prospect for new opportunities within existing customer accounts
- Communicate daily with leading Medical Device companies
- Maintenance and publishing of Key Performance Indicators
- All other duties as assigned

## **Required Knowledge and Skills:**

- Bachelor's degree and two years related work experience
- Excellent communication skills – verbal and written
- Excellent interpersonal skills
- Ability to develop and maintain high-quality, professional relationships with clients
- Ability to multitask and complete work independently
- Intellectually curious
- High attention to detail
- Advanced Software and Computer skills

## **Additional Information:**

Millstone Medical Outsourcing offers a competitive salary, health, dental and vision benefits beginning on the first day of employment and 401K with company match. Other benefits include paid vacation, paid sick time, holiday pay and many other voluntary benefits in addition to an employee-centric work environment. To learn more about Millstone Medical Outsourcing and all of our current employment opportunities, please visit [www.millstonemedical.com](http://www.millstonemedical.com).

*Millstone Medical Outsourcing provides equal employment opportunity to all applicants and employees. No person is to be discriminated against in any aspect of the employment relationship due to race, religion, color, sex, age, national origin, ancestry, disability, sexual orientation, gender identity, genetic information, citizenship status, marital status, pregnancy, veteran status or any other status protected by applicable federal, state, or local law.*