

## Relationship Manager

<b>Position Title:</b>	<b>Relationship Manager</b>		
<b>Band:</b>	B4	<b>Department:</b>	Operations
<b>Reports to:</b>	Center Manager – Functional & Administrative	<b>Reported by:</b>	

### Job Objective

The overall objective of the Relationship Manager is to facilitate and increase the Happiness Index % of the centre by convincing the patients / customers about the USPs of Nova and it being the best possible option for their pregnancy

### Detailed duties & objectives

#### Operational Objectives

1. To be comprehensively aware of all the procedures & prices relating to IVF treatment
2. To effectively communicate and convey to the patients about Nova USPs
3. To convince the patients on the ability of Nova's science, transparency and ethics
4. To follow up with IVF advised patients to ensure that they take up procedures with Nova
5. To be a part and analyse & present the data on Happiness Index and the related work to the CM in the Centre Meetings
6. To ensure that the patient gets the right information, support and advice on the procedure to be taken
7. To measure and achieve the effectiveness of goals set from time to time by the Management
8. To maintain patient focus and answering to their enquiries by using the SOPs.
9. To provide capacity building, handholding and mentoring support to other Relationship Managers as and when required
10. To ensure availability of potential IVF Patients during the Circle of Hope program in coordination with the psychological counsellors.
11. To make sure that the SIVIS is been used on real time basis at the centers and input all the required data
12. To contribute towards knowledge sharing and cross learning which will help in increasing the domain knowledge as well as contribute towards performance

### Key Result Areas

- Target V. Achieved - Happiness Index for the quarter and year.
- Increasing Patient satisfaction index
- Reduce number incidents of deviation from policy guidelines
- % adherence to systems and processes in place for all the functions under purview

<b>Qualification</b>	Graduate in any discipline (health background preferred)
<b>Experience (Indicative)</b>	More than 2 years of relevant experience

