



Relationship Manager II - Healthcare

Contact: PNC

Email: pnc@countyjobs.careers
https://al-clay.countybuyselltrade.com/jobs/relationship-manager-ii-healthcare_tampa_59654

Address: Tampa
Price: Check with seller

Details
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Position Overview
At PNC, our people are our greatest differentiator and competitive advantage in the markets we serve. We are all united in delivering the best experience for our customers. As a Senior Healthcare Business Banker within PNC's Healthcare Business Banking organization, you will be based in Tampa, Florida.
Job Profile
Coordinates relationship management activities with new and/or existing clients in a book of business to grow sales, revenue and market share with relevant sales goals. Typically works with clients with moderate levels of risk and complexity of needs. Generally works with a moderate degree of supervision. Acquires and/or expands and retains client relationships to generate revenue and deepen share of wallet. Focuses on client opportunities by providing ideas and insights based on an understanding of the client's needs and their financial well-being. Focuses on increasing client engagement and loyalty. Builds an effective network of internal and external relationships, such as community or industry relationships, to actively acquire new clients and/or expand existing clients and enhance the client experience. Focuses on bringing entire bank to the client by presenting the full range of PNC's products and services. Leverages reporting and sales tools to proactively identify and successfully convert sales opportunities. Through discovery conversations, identifies and implements client solutions and as appropriate collaborates with internal business partners. Effectively executes on contact management strategy through utilization of available tools and resources. Regularly meets with internal business partners to communicate and review business results and pipeline management. **Core Competencies**
Manages Risk - Working Experience
Assesses and effectively manages all of the risks associated with their business objectives and activities to ensure activities are in alignment with the bank's and unit's risk appetite and risk management framework.
Customer Focus - Extensive Experience
Knowledge of the values and practices that align customer needs and satisfaction as primary considerations in all business decisions, and ability to leverage that information in creating customized customer solutions.
Job Specific Competencies
Customer Experience Management - Working Experience
Implements the strategies and techniques used to ensure that customers have a positive experience with the organization and its products and services at every touch point.
Interpersonal Relationships - Working Experience
Knowledge of the techniques and the ability to work with a variety of individuals and groups in a constructive and collaborative manner. Effective Communication - Working Experience
Understanding of effective communication concepts, and the techniques and ability to effectively transmit, receive and accurately interpret ideas, information, and feedback through the negotiation of all work



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