## JOB DESCRIPTION

| **Title** | Client Relations Manager |
| --- | --- |
| **Reports To**  | [Insert Position] |

**Job Purpose**

The Client Relations Manager is responsible for developing and fostering long-term relationships with clients of [Organization Name]. This position entails guaranteeing client satisfaction and retention as well as seeking new business prospects with current clients.

Additionally, the Client Relations Manager will be responsible for project management duties such as creating plans, schedules, developing financial reports, and managing client scope expectations.

**Key Responsibilities**

Key responsibilities include, but are not limited to the following:

● Build and nurture relationships with clients

● Create project plans to address client’s business needs

● Manage project onboarding processes

● Develop timelines to meet client and company requirements

● Schedule and allocate project resources and support the project development process.

● Prepare financial estimates

● Create project finance reports and track financial impact

● Facilitate client contact at regular intervals and ensure client satisfaction

● Identify potential process improvements

● Use client feedback to improve processes

● Recommend additional services to clients as appropriate, including:

* Quoting, pricing, and projected length of time for additional services
* Following-up on the quotes, proceeding through accounts payable, etc.

● Additional related duties as assigned

**Core Competencies**

* Effective and efficient communication skills via verbal, and written methods with clients across teams and within the organization
* Process improvement skills to optimize the client experience and business processes
* Time management and organizational skills to manage project and client timelines
* Creative problem solving and ability to resolve any client concerns or requests and escalate concerns as needed
* Negotiation skills and ability to pursue new business prospects and additional services with clients
* Able to work under pressure and multitask while overseeing multiple priorities
* Demonstrate an understanding of own roles and responsibilities, and those of other parties involved in providing client services

**Key Qualifications**

* A bachelor's degree in project management, business administration, public relations or another relevant field is required
* Proven experience in customer service
* Ample proven experience with client-facing project management
* Proficiency in digital platforms and technologies including but not limited to Microsoft, Zoom, Google etc.

 **Working Conditions**

* The standard workweek for this position is [insert #] hours. The standard business hours for this position are [insert core hours]. Overtime and hours worked outside of the standard work schedule may be required.
* This position is remote/hybrid/onsite
* Extended periods of sitting may be required
* Constant exposure to screen-held devices, whether laptops or desktops, etc.
* Travel is/isn’t required