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# Example of Client Relations Manager Job Description

Our growing company is hiring for a client relations manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for client relations manager

* Directs and manages the daily operations of business units in support of the program
* Directs and controls the activities of a broad functional area through several department managers within the program
* Develops budget estimates and manages program/contract to meet revenue and cost projections
* Determines resource allocation levels to meet program/contract commitments
* Develops/implements process and service improvements as needed
* Lead on the strategic growth and development of catalog clients, through leveraging our in house services, including marketing, advertising, retail sales, compilations, publishing administration
* Manage the on-boarding of new Sub-advised and Institutional accounts
* Manages personnel who assist in the management of the client relationship
* Develops and maintains a sales process for contacting customers to achieve monthly sales objectives by proactively and reactively placing calls and sending e-mails to current customers for retention and sales purposes
* Participates in organizational activities to meet or exceed company objectives by applying knowledge from background area of expertise to special projects that will help drive profitability and growth

## Qualifications for client relations manager

* Experience in utilizing technical tools & new technologies
* Must have experience using online tools & interfaces
* Must have strong client focus skills
* Work with mindset of being the voice of the customer
* Strong knowledge & interest in the global expansion of Digital content media
* Understanding of Digital business, including electronic download, Cable/PPV