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# Example of Customer Business Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer business manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer business manager

* Working closely with the Customer to ensure alignment with contract requirements and operational policies
* Establishing process performance metrics
* Selecting and training all project employees and administering JCI policies, procedures, and standards to ensure that JCI employees and vendors have the required technical, interpersonal skills and morale to meet and exceed the expectations of the Customer
* Providing timely and effective communications with all employee levels within the project, the Customer’s organization, and JCI
* Serving as a role model, mentor, and valued resource for the Customer and JCI
* Sharing process improvements and lessons learned with peers
* Conduct category business reviews to discuss the state of the business, consumer trends, key business drivers, incremental opportunities
* Direct responsibility of all wholesalers, fundraising and vending distributors, and military stores sales
* Suggest modifications to EDI and Door to Door orders in order to reduce out of stocks
* Direct supervision of one (1) 3rd party merchandisers and one (1) 3rd party sales representative assigned to his accounts

## Qualifications for customer business manager

* Client interface with existing customers
* Works closely with others in the Customer Adoption team to maintain the highest level of customer satisfaction within assigned accounts
* Builds quotes through SAP for Customer Adoption teams
* Markets to the customer’s business end users
* Meets or exceeds revenue quota goals on a monthly, quarterly and yearly basis
* Develops a unique follow-up methodology to ensure consistent and ongoing coverage of account or territory assignments based on an understanding of the sales opportunities