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# Example of Customer Business Manager Job Description

Our company is growing rapidly and is looking to fill the role of customer business manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer business manager

* Executes promotions, trade investment and assigned fixed costs budgets
* Review and recommend the optimum servicing organization and RTM for the accounts
* Preparation, presentation and execution of Business Development Plan
* Responsible for establishing and developing an efficient business relationships with the key customers, monitoring their performance and compliance with the company standards of freshness, quality, service, availability and coverage
* Prepare and presents business KPI’s reports and sales metrics
* Identify business opportunities for profitable growth
* Accountable for the successful implementation of solutions developed with respect to timeline and quality and that support business goals
* Collaborate with business stakeholders to analyze their data and information needs/requirements
* Provide strategic direction and functional expertise on operational processes
* Evangelize business objectives and influence other business areas

## Qualifications for customer business manager

* The ability to translate banker/customer experience use cases into technical requirements is critical
* Understands and works in all aspects of the sales cycle, including outbound calling, qualifying, proposal creation and presentation, negotiations and the closing process
* Reviews Customer’s expiring license agreements to determine what renewal options are available to the customer, including but not limited to pricing, term and license type
* Presents proposals to the Customer, and sells the value of maintenance and support services
* Prepares and negotiates the price and terms and conditions of an acceptable contract renewal
* Cultivates capacity, new product, services and/or education leads with existing customers during renewal sales cycle by initially qualifying and directing these leads to the appropriate Customer Adoption Sales Manager for follow up