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# Example of Customer Relations Manager Job Description

Our company is searching for experienced candidates for the position of customer relations manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer relations manager

* Develop a program description and background, including competitor assessments
* Identify, develop, lead, and prepare capture opportunities that support Artel strategic objectives
* Conduct and/or attend site visits, client and teaming partner office calls, review teams, conferences, exhibits, and corporate meetings
* Support response efforts for all RFPs, RTEPs, BPAs, and RFQs pursued by the business development and proposal staffs
* Lead response efforts for Sources Sought, Requests for Information and Market Surveys pursued by the business development and proposal staffs
* Maintain Deltek CostPoint CRM (Gov-Win) data base for all opportunities with current and accurate data
* Perform task and capabilities gap analysis to establish opportunity teaming needs and recommend team composition to maximize P-Win
* Ensure applicable NDA and Teaming Agreement documentation is requested, follows up as necessary
* Conduct a complete Basis of Estimate (BOE) and Staffing determination on all company opportunities using a combination of objective and subjective analysis from
* Maintain a viable pipeline with current and projected company NAICS, size standards, certifications, and past performance qualifications

## Qualifications for customer relations manager

* Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and various web platforms
* A minimum of 5 years IT Service Management experience including proven experience in developing and executing processes and procedures based on ITIL best practices
* Recent experience managing technical employees
* Experience in developing and analyzing service metrics and trends
* This position involves making inbound and outbound calls
* Proven telephone customer service experience (minimum 3 – 5 years)