Downloaded from <https://www.velvetjobs.com/job-descriptions/relationship-lead>

# Example of Relationship Lead Job Description

Our company is searching for experienced candidates for the position of relationship lead. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for relationship lead

* Influence a team of local country/sales/account/business development managers, with the objective of implementing thestrategy and realization of business and innovation goals, per country
* Own sales and margin to deliver account budget and strategy expectations
* Lead the transformation to solution selling including close collaboration with the NIC network and premix discipline regarding formulation and quotations tailored to the selected accounts (premix as the preferred vehicle for innovation sales)
* Own the CRM project list and drive the projects
* Own the complaint process for selected accounts in close collaboration with QC, takes ownership of all communications and formal complaint settlement to mutual satisfaction, treats complaints as opportunities to build intimacy with selected accounts
* Own the payment behavior of relevant accounts and takes corrective actions to ensure compliance with agreed terms and conditions involving Regional Finances
* Interact with the CBD team and all regional functions to identify opportunities and synergies
* Build and manage new strategic relationships with payment industry partners
* Maximize current partnerships through detailed and proactive account management, working with partners to define, iterate and enable new initiatives and products
* Handles client service inquires received via telephone, email or written correspondence from internal and external clients

## Qualifications for relationship lead

* Knowledge of FX products, services and practices
* Excellent relationship management and client service skills
* Excellent interpersonal, negotiating and influencing skills
* Extensive experience with international currency markets, including impact of economic and political factors
* Extensive experience with foreign exchange trading instruments (minimum 7 years preferred)
* Strong ability to make sound business decisions, under pressure