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# Example of Service Relationship Manager Job Description

Our company is growing rapidly and is looking for a service relationship manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for service relationship manager

* Develop and maintain relationships with business stakeholders, focusing on the services they need from IT to achieve their operational deliverables
* Work with customers and IT stakeholders to set and manage realistic expectation of services, reflected in service definition, scope and formal agreements
* Support Business Analysts in maintaining an accurate knowledge base detailing the relationship between IT Services and Business process
* Work with Project Managers, Business Change Managers and Communications Managers to shape change management and/or communications activities in relation to services
* Execute paperwork for contracts/scheduling, create monthly reports, optimize sales campaigns, and ensure client deliverables meet contract guidelines
* Provide campaign performance reports & screenshots to clients
* Execute change requests and revisions to ad campaigns, creative updates, or other modifications
* Function not only as the client’s day-to-day contact, but also the project manager for any custom programs sold
* Traffic ads and schedule ad campaigns independently
* Work with support team to ensure the campaign flights are managed and work with client/agency to receive creative assets and ensure campaign launches on time

## Qualifications for service relationship manager

* Ability to adapt to sudden changes in priorities and responsibilities
* Solid desktop PC skills (MS Office preferred)
* At least 4-7 years of relevant work experience, or proven success in managing a book of business and servicing accounts
* Fluent oral and written communication skills in both English and French language is highly beneficial
* Proactive, strategic, and creative thinker with a collaborative approach to problem-solving and project management
* Excel in a fast-paced environment while still producing very high-quality, detail-oriented work