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# Example of Services Relationship Manager Job Description

Our growing company is looking for a services relationship manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for services relationship manager

* Coordinate relationship reviews within the department targeting opportunities for cross-selling
* Participate in the partnership with the Marketing department to develop and implement effective marketing campaigns for the FTCI master custody business
* Responsible for the management of some lower tier Solutions clients
* Manages daily transactions, strategic business priorities and drives revenue growth within their portfolio of Senior Markets clients
* Clearly conveys the Value Proposition of Senior Markets during client interactions by developing targeted sales calling programs, defined agendas and pre call strategy development, focusing on the Challenger Sales model in all client discussions
* Develops portfolio and individual client growth plans and reviews with Regional Leader/Director
* Tracking all new business from submission to policy issue, post issue requirements
* Developing business opportunities with existing and prospective clients within the assigned target segment through diligent account planning and needs analyses
* Leading the sales process from start to finish for prospective clients, from opportunity/lead generation, to pitching products and solutions, proposal (RFP) completion, deal pricing and legal contract negotiations, through to deal closure
* Being the ongoing principal point of contact to clients for sales/new products, commercial and contractual issues

## Qualifications for services relationship manager

* Excellent communication and presentation skills – able to deliver messages clearly and succinctly and tailor approach depending on target audience (internal and external stakeholders)
* Frequent local travel to customer locations
* May be required to travel to and from FTI locations
* Related Industry qualification is preferred
* 3-5 years experience in the Mutual Fund Industry
* Strong service background with professional and effective customer-facing skills and experience