



# Example of Business Relationship Management Job Description

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

## Responsibilities for business relationship management

- Lead Business Partners (currently two senior-level staff) to achieve goals and vision of the organization
- Initial Point of Contact for all IT related work originating with the line of business
- Accountable for developing and maintaining Line of Business Service Portfolios between the Business and IT including Service Level Management
- Responsible for working with the Senior Business Executives in HR, Finance and Procurement to define their vision on all new work to help set priorities, ROI and alignment with the Business Roadmap
- Provide business requests for new and/or changed IT services and create a business case in support of the new services
- Work with IT to ensure Service Level Requirements are defined and met
- Provide proactive communication to the business to keep them informed on major incidents, planned and unplanned changes
- Establish IT service review meetings between the Senior Business Executives/Stakeholders and IT leadership to discuss overall IT performance across all business initiatives and operational support
- Function as primary escalation point for major unresolved issues, either from the business or IT, related to IT services and Line of Business Service Portfolios
- Conduct Customer Satisfaction Surveys to determine the business customers' perception of the IT organization and the services delivered

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- Responsible for supporting the delivery of a multi-phased, enterprise wide BCCM education and awareness program
  - Responsible for providing support to Relationship Manager's within the EBCCM Group
  - Optimize response to external requirements
  - Confirm compliance to external requirements
  - Proven ability to lead cross functional teams and working in a matrix environment
  - Experience in delivering Go To Market strategies & new services for Product Support