



# Example of Business Relationship Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

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

## Responsibilities for business relationship

- Communication / Relationships - Build relationships across the organization with assigned business partners and functional leaders to establish an effective, productive working relationship between groups and maintain alignment on business strategy, demand, priorities, and profitability
- Track and report on the completeness of business profile information
- Help define and implement a roadmap to mature the business intelligence data set and optimize maintenance processes
- Measure the effectiveness of change management by regularly evaluating successes, opportunities and risks, incorporating feedback / lessons learned
- Provide strategic input to Category Managers and participate in the planning and financial budgeting for the source to contract functions within the Procurement organization
- Build, enhance, and operate all digital channels (web, mobile, social media)
- Advise and assist the users regarding the relevant IT environment
- Coordinates system operations with internal and external support
- Supports the implementation of IT modules, and IT components and interfaces, including the adaptation or extension of associated databases
- Demonstrate East West Bank's Vision, Mission, and Values through words and actions

## Qualifications for business relationship

- PMI Certification and Lean Six Sigma Certification preferred

- Ability to apply IT industry knowledge to real-world business situations
- Comply with Bank policies and procedures, including but not limited to the Bank Secrecy Act, Gramm-Leach-Bliley (Private) and Fair Lending regulations when opening accounts, maintaining profiles, and conducting financial transactions
- Manage and expand portfolio of high value customers using relationship building skills to sustain and build quality customer relationships
- Enhance customer satisfaction by consistently engaging and connecting with customers to exceed service expectation in timely manner and by taking ownership to effectively resolve customer problems