



Example of Client Management Job Description

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

Responsibilities for client management

- Design, implement, and establish content and mass communications using a variety of modalities
- Compile key-learnings, progress and opportunities and present them in various arenas
- Proactively work to improve processes, services and team performance by taking the initiative to recognize areas of improvement
- Drive optimization of contractual marketing funds to support charge volume growth
- Partner with internal stakeholders
- Pricing) to negotiate contract renewals and manage all aspects of the merchant relationship
- Identify and build a pipeline of charge volume growth opportunities to increase profitability/margin contribution, while also improving merchant satisfaction
- Manage introductions and relationships, providing value-added feedback to all relevant parties as appropriate
- Facilitate strategic and organizational business analysis and high-level initiatives, including preparing presentation and reporting materials for senior management
- Support the development of marketing and education material

Qualifications for client management

- Ability to drive superior results through others by providing strong thought

- Strong relationship management, sales, influencing and negotiation skills
- Proven success working in a fast-paced, dynamic environment
- Knowledge of the Merchant business and/or U.S. payments industry
- Lead a team of 7 client managers and help them to manage, deepen, and improve relationships with 180 respected brands
- Cultivate a culture of learning, innovation, and consultative relationship management