



Example of Client Relations Manager Job Description

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Our company is searching for experienced candidates for the position of client relations manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for client relations manager

- Partnering with the senior team lead to establish shift scheduling and work allocations
- Report creation for management
- Drive recruitment process and training & development
- Supporting, enabling and mentoring subordinate leaders in preparation for advancement
- Employee discipline and conflict management
- Performance review and guidance
- Expanding knowledge-base to learn more about the entire processes at mid-levels and self-preparation to move to the next level
- Recommend changes to existing methods and systems to increase the accuracy, efficiency and responsiveness of the customer service team as a whole
- Educate internal teams products and services in order to improve support and customer satisfaction
- Educate team on sharing best practices

Qualifications for client relations manager

- Must be flexible & have a positive attitude in a fast-changing environment, striving to have positive influence internally & externally
- Must maintain organized, current & accurate records & files
- Must have heavy analytical skills working with data, trends & systems

- Ability to think outside the box when streamlining & establishing processes & guidelines & working with internal systems being developed for the Digital business
- Strong project management skills, from planning, organizing, problem-solving & communicating across key project stakeholders to meet project objectives in a fast paced environment
- Must be tactful with personnel at all levels of WB & clients