



Example of Client Relationship Manager Job Description

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Our company is looking for a client relationship manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for client relationship manager

- Using Salesforce CRM system to ensure that all information is captured accurately
- Drafting and maintaining client contract documents such as Service Manuals and SLAs with the support of the commercial teams
- Ensuring delivery of all appropriate MI and Dashboards to clients with support from the finance and operational teams
- Proactively acquire new clients by developing a disciplined sales approach, understanding clients' needs and asking for business referrals
- Serve as a point of escalation for vendors on operational concerns
- Gather, evaluate, and report performance metrics for assigned clients to identify and correct key issues that may affect client satisfaction and/or ANow's success
- Focus efforts on providing superior service and solutions to both new and existing vendors
- Mentors Key Account Sales Managers during meetings with new and existing clients, including making presentations and helping to identify improvement opportunities
- Build strong relationships with Hiring Managers and/or MSP to improve results and add value by providing quality service including understanding the client's needs, ensure delivery and growth of the account
- Works with the MSP as an end-to-end resource in order to identify

Qualifications for client relationship manager

- 5+ years relevant experience in a B2B account management or service delivery role
- Experience with financial modeling and market development analysis
- Excellent verbal communication skills in both one-on-one and group settings, such as client presentations
- Polished managerial skills and executive presence to influence senior level decision makers
- Travels extensively (50%)
- 5+ years of successful sales experience from leading software, information services, commercial real estate or other technology-based company