



# Example of Customer Business Manager Job Description

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Our company is growing rapidly and is hiring for a customer business manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer business manager

- Regularly leverages various communication channels, including one-on-one and skip level meetings, new hire class leadership interactions and focus groups to foster two-way communication
- May participate in cross-functional project teams that ultimately improve the member experience
- Work with Country manager for EDM, EDM promotion
- Database management (to ensure databases are profiled, up to date and continuous refresh of databases)-Database Reporting
- Work and manage Agency on programs
- Manage unmanaged channel partner to drive funnels for growth
- Understanding the contract terms and conditions and Customer expectations at a detailed level and taking ownership for outcomes
- Reviewing and proactively establishing required procedures and training personnel to consistently meet and exceed the performance expectations of the Customer in the most safe and cost-effective manner
- Manages, directs and schedules day-to-day and long-range activities to ensure that all contract requirements and procedures of the site Supervision and Staff are being properly implemented
- Manages supervisors including hiring, promotions, recognition, discipline, and performance management

## Qualifications for customer business manager

- Aerospace component mfg background
- Selling to aircraft OEM's, commercial, DOD
- Excel - Graphs, tables, basic formulas (SUM, AVERAGE, )Data entry
- Manages and closes renewals