



Example of Relationship Support Manager Job Description

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Our innovative and growing company is looking to fill the role of relationship support manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for relationship support manager

- Ensure the continuity of the business by building and maintaining a strong relationship with business teams, off-shore support team, development, testing, project managers and business analysts (both within the IT and business), internal/external infrastructure teams and application vendors
- Reinforce off-shore team ensuring the ITIL aligned processes are adhered to (incident/request, major incident, problem, change, and knowledge management)
- Participate to continuous improvements and global governance
- Take part to transversal initiatives across the wider EMEA teams
- Manages a team of Business Consultants with a goal of effectively balancing resource utilization needs with planning targets, skills allocation, actual utilization and staffing levels
- Driving improvements to the customer experience by understanding and acting on the challenges faced by the front-line team, detailing retrospective issues / lessons learnt, how to avoid again
- Liaison to the field and internal departments to help the sales reps gain control of their respective territories
- Responsible for all customer communications, conflict resolution, and compliance on customer deliverables and revenues
- Ensures that customer issues are dealt with in an efficient manner, informing the Operations Manager or CS Director of any problems that may arise
- Develops a trusted advisor relationship with key accounts, customer

Qualifications for relationship support manager

- Understands / speaks French English fluently
- Total of 1-3 years of commercial banking experience
- Qualified or working towards financial Professional Qualifications (for example, IFS), preferred
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- Asset Finance experience (not essential, but preferred)
- Ensure strong direct/indirect connections with the end customers, understanding their current and future supply chain needs including those that are implied but not communicated to identify optimization opportunities such as ordering pattern, delivery profile and transportation savings