



Example of Services Relationship Manager Job Description

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Our company is growing rapidly and is hiring for a services 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 services relationship manager

- Create plan for dynamic in-product messaging, starting with experiments and scaling over multiple in-product surfaces to reach users directly
- Develop communication plans for new value prop and feature launches to engage existing customers
- Live and breathe the customer experience, gaining a deep understanding of each service offering to know what is important for customers to do in the product, how they perform key tasks, where there are challenges for customers, and how to best direct customers to resources to answer their questions
- Partner closely with Engineering, influencing their roadmap and executing on top priority projects that impact customer experience
- Create multi-channel, behavior-based campaigns to drive customers to take the next best action to increase their usage, leveraging the team's marketing platform for executing campaigns
- Build campaigns, A/B tests, and read results in marketing automation tool interface developed for campaign managers
- Partner with the Analytics Team to help define success metrics, defining deeper analyses, campaign impact reporting, customer behavior modeling and experimentation planning
- Partner closely with other lifecycle managers to ensure a consistent customer experience throughout each customer's lifecycle

- Associates that demonstrate the ability to deliver world class customer service and execute on the strategic goals of our organization will be given opportunities to advance into greater roles of responsibility

Qualifications for services relationship manager

- Minimum 3 years Sales Experience within Commercial Dealership Sales (Floor Plan, Real Estate or Treasury Loans,) or sales experience within the Dealer Captive Market again focusing on the commercial market
- 8+ years of combined experience in career advising and recruiting/business development/sales
- Higher education experience strongly preferred and/or experience working with student populations
- Experience recruiting for public health and/or healthcare organizations strongly preferred
- Demonstrated success in building relationships with hiring managers and recruiters
- A minimum of 10 years fiduciary experience, including extensive client interaction, in an international environment