



Example of Strategic Relationship Manager Job Description

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Our innovative and growing company is looking for a strategic relationship manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for strategic relationship manager

- Review protocols prior to finalization and provide input on cost and efficiency savings
- Serve as the face of the customer within Q² Solutions to ensure all stakeholders understand key customer requirements, provide service delivery excellence, achieve all customer milestones and develop/implement new services as required
- Serve as point of escalation for unresolved customer concerns
- Manage process to allow for timely completion of budgets and contracts
- Achieve revenue, bookings, and profitability targets
- Respond to all RFI/RFP requests and manage bid defense preparation and presentation
- Act as point person/facilitator for joint process initiatives
- Establish and ensure open communication channels with third parties
- Manage existing business agreements and relationships, including the management and oversight of client onboarding and solution delivery, fulfillment, use, and overall client satisfaction
- Grow existing business relationships by identifying process and operational improvements to solution delivery, client use, and solution impact to clients' financial priorities, strategies, and tactics

Qualifications for strategic relationship manager

viewed as an industry and investment “expert” by the client

- Demonstrates in-depth knowledge on all targeted products, industry and channel trends
- Client acquisition and cross-selling experience
- Strong verbal/written communication skills and ability to present effectively in group settings
- Ability to collaborate across sales, marketing, product, business and operations teams
- Self-motivated to push self and others for consistent results