

JOB DESCRIPTION

JOB TITLE: Customer Relationship Manager	DEPARTMENT: Commercial
REPORTS TO: Commercial Director	LOCATION: Stansted
JOB PURPOSE: To be the customers main point of contact ensuring we are meeting client needs and providing an excellent level of customer service	
KEY ACCOUNTABILITIES AND RESPONSIBILITIES <ul style="list-style-type: none"> • Building and maintaining relationships with clients and key personnel within customer companies • Conducting business reviews to ensure clients are satisfied with their products and services • Alerting the Commercial Director to opportunities for further sales within key clients • Letting customers know about the full company capability • Attending meetings with clients to build relationships with existing accounts • Working closely with General Managers, Project Managers and the Commercial Director to ensure client accounts are properly managed • Escalating and resolving areas of concern as raised by clients • Carrying out client satisfaction surveys and reviews • Monitoring company performance against service level agreements and flagging potential issues • Passing leads to the Commercial Director and following up on progress • Liaising with internal departments to ensure client needs are fulfilled effectively • Perform any other duties within your capabilities as directed by the Company 	
Required Skills and Experience: <ul style="list-style-type: none"> • Strong interpersonal skills and an ability to build rapport with customers • Previous experience working as a client relationship manager or a track record of managing client relationships • The ability to communicate and influence at all levels • Hardworking with a strong work ethic • An excellent working knowledge of MS Excel 	