**Position**: **Client Relationship Manager** **Date**: **March 2022**

**Department**: **Customer Experience / Transformation** **Version Number:** **1**

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### JOB DESCRIPTION

### SUMMARY OF ROLE AND INTRODUCTION

This is an exciting opportunity for an experienced Client Relationship Manager to manage the Client Relationship team for the market-leading distribution business. The company operates in the publishing and ecommerce distribution markets, which have evolved significantly in the recent years.

As a business, we have embarked on an exciting transformation journey. Our vision is to deliver an enhanced customer experience, empowering our customers through self-serve and providing access to information and services directly through digital means, alongside establishing lean and agile practices across customer care.

We have great future plans to develop and grow the team’s portfolio and therefore are looking for a talented and experienced Client Relationship Manager with the strategic vision and with ability to implement changes, to underpin the company’s growth and development.

As Client Relationship Manager, you will be the voice of the customer internally to ensure that all customer requirements are met, any issues are resolved quickly and that each customer feels they have a trusted partner who delivers.

The successful candidate will have overall responsibility for the Client Relationship team. As well as mentoring and developing the team, you will ensure that all customers receive a continually best in class customer service from the department, as this is a cornerstone of our business ethos and methodology.

The role will be challenging but the successful candidate will be able to thrive in a role that will be varied in nature and will expose you to all aspects of the business.

### PRINCIPAL RESPONSIBILITIES AND IMMEDIATE TASKS

* Direct day-to-day responsibility for the management of the Client Relationship team, ensuring that all members have a sound and consistent understanding of the customers, services and processes. Promoting and demonstrating Air Business commitment to excellent customer service and our ethos of putting the customer at the centre of everything we do.
* Leading, coaching and mentoring the team to ensure they are equipped with the right skills and behaviours. Effective talent development through the training and competency framework for the team.
* Setting out and managing the team’s performance, ensuring key objectives and KPIs are met. Ability to provide KPI updates to the senior team.
* Working with the transformation team to identify and implement opportunities to deliver our customer experience agenda, whilst managing the customer service function effectively.
* Review current internal customer service processes and practices, with a goal to streamline these and enable the team to focus more on relationship building and account management activities.
* Understanding our customers and the sector in which our customers operate. Proactively communicating with clients on a regular basis in a professional and efficient manner.
* Working closely with our outsource provider and other departmental managers, especially operations, to ensure smooth process of mailings, and share knowledge and information to improve company efficiency.

### SCOPE OF POSITION

* Normal hours will be 09:00 hrs to 17:30 hrs Monday to Friday, with 1 hour for lunch.

### LOCATION

This position is located at our Head Office, The Beacon, Hatfield, Hertfordshire. We offer hybrid working.

It is the company’s intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change, and the jobholder’s obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definite and exhaustive statement.

### PERSON SPECIFICATION

**Key Skills**

* Minimum of 5 years’ B2B customer service management experience essential
* Previous experience in client account management role desirable
* Excellent interpersonal skills, with the ability to influence, persuade and motivate at all levels. Ability to drive change.
* Proven leadership skills with ability and confidence to lead, motivate and develop a team.
* Excellent presentation, written and verbal communication skills with attention to detail and confident communicator at senior levels.
* Professional manner – face to face, over the telephone and through email
* Self-motivated, self-starter and proactive, without the need for close management
* The ability to work under pressure and to tight deadlines and deal positively with difficult situations
* Outstanding analytical skills and strategic thinker
* Proven record in achieving targets and objectives
* High level of organisation and attention to detail is paramount

**Knowledge and Experience**

* Minimum of 5 years in a similar position, with experience in a logistics or publishing business a bonus

**Additional Requirements**

* Full UK driving licence preferable
* Ensuring that all responsibilities are met in accordance with company quality procedures and the customer requirements for each job
* Ensuring that the staff member abides by our human resources policies and procedures as outlined in our Staff Handbook
* Understanding the need for confidentiality when dealing with both internal and external information

**Personal Attributes**

* Friendly, organised, professional, team worker, unafraid of challenge or change, flexible, self-motivated and proactive

**Qualifications**

* Educated to degree level, or equivalent experience and competence.
* Computer skills’ including Excel / Word / Outlook – a good level is required