



## JOB DESCRIPTION – CUSTOMER INPUT

### *Basic Description: Business Development /Client Relationship manager*

**Instructions:** Please complete this job description form with the key skills and attributes that you desire in order to carry out the critical functions of the position. The more detailed your descriptions the better chance we have of finding the right candidates for the intended job. The sooner you return this form the sooner we can find your new staff member. The tables are pre-filled with examples only – your input is required.

### **Business Essentials**

#### **Job Description**

We are looking for an experienced Business Development / Client Relationship Manager with extensive experience in working with English speaking clients. This person will assist with aggressively growing our client's customer base and develop long term relationships. Experienced negotiator and problem solver to handle client concerns and issues and follow through to win win resolutions. Someone who can think outside the box and develop strategies to help grow and expand the client's business.

### **3 Most Critical Business Functions**

Priority	Function	Remarks
1	Customer Service	Build relationships with key employees among clients. Create plans to address client's needs. Advice client on creating profitable processes.
2	Customer relations	Schedule regular meetings with the clients t monitor their satisfaction and identify additional needs. Addressing client concerns and complaints to full resolution. Negotiate with client in setting boundaries and assist them to identify the full value of the service they are receiving.
3	Initiatives and strong negotiating skill	Successful on boarding of new clients, from understanding client's requirements to passing this onto the front office team. Reviewing products and contracts and coming up with the new initiatives to increase profitability.

Task No	Function	Remarks
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1	Customer Relations skills	<p>Ability to build and maintain relationship with potential and current customers.</p> <p>Ability to lead meetings and communicate professionally and positively.</p> <p>Excellent in written and verbal communications.</p> <p>Stay organized and able to answer questions about project milestones.</p>
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### Other Important Business Functions

## Desired Education, Technical Skills, Background and Personal Attributes

### Education

Item	Description
1	Bachelor's Degree in Business Administration Marketing/ sales or related field.
2	Any 4 years course or degree with proven 5 years experienced as Client Relationship Manager or Business Development Manager
3	Business Analyst

### Technical Skills

Item	Description
1	Extensive Background in customer service
2	Proficiency in MS office and working knowledge of a variety of CRM & Social Media platforms.
3	Proven track record of meetings and exceeding targets.
4	Excellent English communication skills – written and verbal
5	Experienced worked in BPO is advantage or Australian client based

### Background

Item	Description
1	<p>Proven experienced as Client Relationship manager or Business Development Manager for a minimum of 5 years.</p> <p>Background in Customer service.</p>

### Personal Attributes

Item	Description
1	Skilled in multi-tasking and can work unsupervised
2	Reliable and committed to meeting deadlines
3	Works well under pressure
4	Personable and pleasant to staff
5	A keen attention to detail and strives for accuracy
6	Own initiative and ability to think outside the box

## Other

Item	Description
1	We are willing to train and nurture the right person
2	Opportunity to travel to Australia and meet the entire team
3	Enjoys working with a high performance and motivated team