



Job Title:	Client Relations and Support Services Director	Job Category:	Full-time
Department/Group:	Administrative	Review Date	1/1/2017
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>Directly manage all client-facing functions, from marketing, quoting and the customer order, and all client and product inquiry. Responsible for building and developing client relationships and advancing the company's value proposition to the market. Directs and coordinates business support services, including purchasing, IT, and other business operations.</p> <p>Essential duties for Client Relations:</p> <ul style="list-style-type: none"> • Develops and implements marketing and sales strategy to achieve company goals and revenues • Drive standards of performance and specific actions that drive sales activities to meet goals – track and report on these activities on a periodic basis. • Directly responsible for all activities and duties regarding preparation of quotes and bids for new contracts • Responsible to strengthen relationships with clients and visibility in the market, which may involve travel, pending company priorities and budget. • Directly responsible for order quality and timeliness. • Confer with production and other staff regarding manufacturing capabilities, production demand, and other considerations to facilitate production processes • Follow orders through the production process and maintain communications between the company and client while mediating issues and resolving any problems. • Prepares departmental budget and monitors departmental expenses • Investigate client's problems and facilitate finding solutions. <p>Essential duties for Support Services:</p> <ul style="list-style-type: none"> • Direct and coordinate activities from MRP demands, approved purchase requests and purchase orders. • Direct and/or place formal purchase orders via Electronic Data Interchange (EDI), paper orders, fax orders, or Email. • Maintain vendor/supplier information integrity, • Act as company liaison to 3rd party IT managed services and internal focal point • Direct and/or coordinate other potential 3rd party managed services to support business operations. <p>Other duties and expectations include:</p> <ul style="list-style-type: none"> • Directly responsible for qualifying, hiring, training, and evaluation of new team members in department. • Conduct performance evaluations and develops training plans for team leaders and team members • Address employee performance issues, problems and any disciplinary actions. • Establish a culture of functional and operation excellence, continuous improvement and accountability. • Attend and participate in Director staff meetings. • Demonstrate collaboration and teamwork with other Leadership managers. • Manage staff members accomplishing goals, specific projects, and assignments. • Cultivate and promote a strong safety and continuous improvement culture. 			

- Demonstrate willingness and ownership for job performance.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor’s Degree in Business, Sales, Marketing or related field and 3-5 years of supervisory experience
- Strong interpersonal skills with demonstrated success in developing and growing internal and external relationships
- Process-minded with excellent attention to detail and organization
- Self-motivated and demonstrates significant initiative
- Must have strong leadership skills with focus on accountability and results and ability to achieve results through others
- Highly effective communicator, both verbal and written
- Ability to work in a fast paced, team environment.
- Strong computer skills, including Microsoft Word, Power Point and Excel

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	