



Job Title:	Client Relations Director	Job Category:	Full-time
Department/Group:	Administrative	Review Date	3/1/2016

Job Description

ROLE AND RESPONSIBILITIES

Directly manage all client-facing functions, from marketing, quoting and the customer order, and including all client inquiry. Responsible for identifying new markets and clients, building and developing client relationships, and advancing the company's value proposition to the market. Directs and coordinates activities involving quotes, sales, order status, and product inquiries. Maintains a client-centric focus while working with other Directors and departments to quickly and accurately fill client orders.

Essential functions include:

- Directly responsible for qualifying, hiring, training, and evaluation of new client representatives and other team members in department.
- Collaborates with Vice President to establish annual and quarterly sales goals.
- Develops marketing and sales strategy to achieve company goals and revenues
- Manage development and implementation of all marketing and sales materials.
- 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.
- Investigate lost sales and client accounts
- Formulate sales policies and procedures
- Prepares departmental budget and monitors departmental expenses
- Investigate client's problems and facilitate finding solutions.
- Responsible for integrity and maintenance of client information in company information system.
- Keep abreast of new company products and services.
- Analyzing data/information to identify service level the company is providing.
- 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.

Other duties and expectations include

- Attend and participate in Leadership staff meetings
- Demonstrate collaboration and teamwork with other Leadership managers.
- Manage staff members accomplishing goals, special projects and assignments.
- Demonstrate willingness and ownership for job performance

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor’s Degree in Business, Sales, Marketing or 3-5 years of business management
- 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:	