



AVP Client Relationship

Expatriate Position

Home Office

Virtual Locations

Experience in Technology vertical - Strongly Preferred

Area Vice President Client Relationship

Job Description

Day-to-day management of the Company Client Relationships.

Manage and coordinate all client needs with appropriate internal departments.

Manage client expectations and provide feedback

Provide strategic solutions to enhance the client's business.

Manage Team new project start up, implementation and on going growth

Drive day-to-day Revenue and Cost accountability throughout the organization.

Client Service/Relationship

Provide practical advice and recommendations

Respects the clients corporate culture; uses the clients language

To be both accessible and approachable - responsive to client requests

Analysis of new additions / improvements to the program

Management of all quantitative and qualitative reporting and analysis

Timely delivery of projects as per client's request

Develops strong, positive relationship with relevant contacts , cultivates relationships over time

Manage account needs/issues, on a daily basis, with all internal departments.

Facilitate client visits, audits and tours – demonstrate knowledge and awareness of Client Company business and the ability to present this to suit client needs

Demonstrate an awareness of the range of services provided by Client Company and the client

Project Management and Continual Product Improvement

Monitoring of adherence to contractual standards and obligations - ensuring contractual obligations are met and exceeded where possible

Timely delivery of reporting and material for all business reviews weekly, monthly and quarterly · Preparation of proposals – considering all start up costs and cost implications

Identify and recommend enhancements to the clients program

Identify and make suggestions regarding product and program enhancements

Ensure new programs are implemented and projects are managed successfully and in a timely manner

The key point of contact between the Client, operations, and all departments within Client Company

Demonstration of effective communication

Personal Effectiveness & Communication

Demonstration of a high level of innovation, integrity and professionalism - honest and trustworthy

Ability to display judgement in carrying out delegated tasks;

Knows when to seek assistance from the Leadership team

Takes initiative on tasks; accepts and seeks responsibility; actively seeks learning opportunities

Easily motivated and approaches all tasks positively; displays high levels of enthusiasm and energy.

Maintains effectiveness in different situations and is receptive to new ideas

Conducts meetings effectively and achieves set objectives

Contributes constructively to meetings

Records meeting discussion points and action items accurately and in a timely manner

Expresses opinions clearly and logically; is attentive; listens; uses good questioning technique · Expresses ideas in writing in a concise and easily understood manner;

Produces clear and complete record of work done

Prepares well written letters and file notes

A good team member

Supports others;

Contributes to effective working of group

Priority and Task Management

Planning and organization

Demonstrates an organized approach to assignments;
Establishes priorities and plans effectively; controls progress

Uses time efficiently; has high productivity

Does not procrastinate

Uuses resources efficiently

Pro-Active mentality

Completes assigned work within deadlines

Appropriate technological skill and ongoing improvement of these skills.

Awareness of clients technical direction and strategy

Desired Skills & Experience

Job Specifications

A. Minimum Education Requirement

College or University graduate, or proven, direct extensive experience

B. Minimum Relevant Work Experience

Minimum 3-5 years experience in an account or vendor management role in a call center environment

Experience in a Call Center Operations Environment or Project Management Team

Knowledge of Consumer Product Goods vertical helpful.

Experience in budget forecasting and management including P&L; responsibility

C. Minimum Skills / Training

Excellent Microsoft Office Skills - must be proficient with Word, Excel, Visio, PowerPoint and Project Group dynamics and organization Problem Solving/Decision Making Analytical ability to decipher statistical reports Excellent Written & Verbal Communication Skills

D. Preferred Qualifications Previous Project Management/Implementation experience. CAPM or PMP desirable

Previous experience working in the healthcare industry in a call center environment Ability to multi-task - can implement simultaneous projects in a timely manner and successfully meet program objectives

Strong process flow management skills.

Strong customer service orientation

Strong negotiation and problem solving skills

Attention to detail

Patient in dealing with issues, is results driven, and has a positive attitude

Can initiate account development strategies with new and existing clients

Can formulate, plan, and implement business development strategies with respect to client specific needs in the field of Telemarketing and/or CRM solutions.

Able to work business hours conducive to client operating hours including extended hours, weekends, and Expatriate Employment

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