

Relationship Manager

Department: <i>Sales & Marketing</i>	Schedule: M-F w/ potential weekends
Reports To: Account Executive	

Basic Functions

Relationship Mgr (RM) is responsible for the operational aspects of an assigned portfolio of relationships. By maintaining strong relationships w/ key decision-makers within these client organizations, RM acts as a subject matter expert responsible for the day to day relationship w/ the assigned partners as measured by customer satisfaction.

Responsibilities:

- Manages the day to day business needs of all account relationships within an assigned portfolio, typically through non-face to face communication channels, written and verbal.
- Management of assigned portfolio includes regular status reporting and ongoing maintenance of portfolio
- Monitors and analyzes financial consequences of processing methods, and works with clients to minimize their costs in this area.
- Makes recommendations to assigned Account Executive regarding improvement opportunities to existing systems/products, and for new products and services.
- Develops. & implements educational programs designed to improve client's transaction processing performance.
- Works with internal departments to ensure a high level of support for the client. Examples include resolving software, hardware, and policy problems.
- Identifies and implements processes to reduce companies operating expense.
- Planning and implementing a focused high value cust. retention strategy after reviewing with assigned AE.
- Monitoring progress by assessing, reporting and articulating results to key internal groups.
- Teaming with credit and risk management, product and technical groups to ensure customer service goals are met while resolving complex customer inquiries in a timely manner.
- Leads and provides direction to Partners through the initial implementation process and subsequent rollout of new devices and services.
- Provides reporting assistance to partner for requested information & training on internal reporting tools.

Skills/Requirements

- 5+ years experience in the financial industry with business development, client relationship management, and outside sales/service for Fortune 1000 top-tier corporations, with two+ years experience managing large (over \$100MM in card volume) or complex client relationships.
- Prior experience in payment processing industry and a complete understanding of interchange.
- Must be able to clearly communicate concepts verbally, written, and professional.
- Clear understanding of relationship building skills with background in Customer Care a plus.
- Capacity to summarize and consolidate complex information from multiple sources.
- Proven ability to organize, prioritize, and complete work/projects concurrently and within deadlines.
- Experience in a lead capacity, either as a supervisor or other managerial or applicable project lead.
- Must be a detail-oriented team player with good organizational, planning, presentation and problem solving skills that is willing to go the extra mile.
- Must be self-motivated and able to work independently with minimal supervision toward the achievement of personal and team goals.
- Very proficient with Excel, PowerPoint and Word.
- Interchange and PCI DSS knowledge preferred

Working Conditions:

- Potential light travel required per year

Education and Training:

- Bachelor's degree in business administration, accounting, marketing or other related fields. In lieu of degree, may have relevant work experience.