Job Opportunity

Job Title:	Relationship Manager	Reports To:	Account Executive
Department:	Relationship Management	Schedule:	M-F w/ potential weekends

Basic Functions

The Relationship Manager (RM) is responsible for all aspects of an assigned portfolio of relationships. By maintaining strong relationships with key decision-makers within these client organizations, the RM acts as a trusted advisor, consultant and industry expert responsible for the overall successful relationship with the assigned merchants as measured by retention, profitability, growth and customer satisfaction.

Responsibilities:

- Directs the management of all account relationships within an assigned portfolio, typically through non-face to face communication channels, written and verbal.
- Owning and managing portfolio profitability, growth and retention.
- 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.
- Identifies improvement opportunities to existing systems/products, and for new products and services.
- Sells value-added products or services to existing accounts.
- Develops and 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.
- The Relationship Manager will provide ongoing planning, strategy, development and execution of initiatives that deepen the overall customer relationship.
- Planning and implementing a focused high value customer retention strategy.
- 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.
- Other duties as assigned.

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.

- Ability to clearly communicate concepts verbally and in written form is a mandatory requirement of this position
- 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.