

Client Relationship Manager

Your new role:

As a Client Relationship Manager you will be responsible for; developing long-term relationships with your portfolio of clients, connecting with key business executives and stakeholders to increase the profitability of your portfolio, and identifying new ways to maximise your clients recycling potential.

Report to the Senior Client Manager, you will also liaise between clients and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to SLA standards.

A day in this role will include:

- Managing the customer relationship at multiple levels, serving as a consultant and trusted business advisor to your portfolio of clients
- Working closely with cross functional internal teams to ensure the timely and successful delivery of our solutions according to SLA standards
- Acting as the lead point of contact for any queries and escalations
- Implementing strategic retention and growth plans for each client
- Managing budgets and invoicing for multiple clients
- Managing and updating the CRM database
- Attending monthly & quarterly KPI meetings
- Producing periodic reports
- Collaborating with the Sales team to identify new growth opportunities
- Sourcing new innovations to improve your clients recycling performance

To be successful in this role, you will have:

- **Essential:** Excellent interpersonal & communication skills both written and verbal
 - **Essential:** Proficiency in using Microsoft; Word, Excel, Outlook and PowerPoint
 - Experience of managing client's needs and expectations
 - Excellent verbal and written communication skills
 - Ability to communicate with people from all levels of an organisation
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- A flexible approach to working
- Strong presentation and negotiation skills
- **Desirable:** Knowledge of waste management

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