

CLIENT SERVICES MANAGER JOB DESCRIPTION & PERSON SPECIFICATION

NAME:
COMPANY: BI WORLDWIDE
DIVISION: Client Services
REPORTS TO: Client Services Director

KEY PURPOSE OF ROLE:

To deliver client projects to high standards of excellence, while maximising revenue and profit for the company, and ensuring client retention and satisfaction.

To manage the financial aspects of client jobs, including using Maconomy to set up jobs and budgets, monitor cost and time allocations, keep budgets up-to-date, and issue invoices.

Within existing accounts, to work with your CSD and others to upsell current projects, cross-sell BI WORLDWIDE's services and identify new opportunities, in order to maximise revenue and profit per client.

Principal Responsibilities:

- 1) To play the lead role in the delivery of client projects, including client liaison, management of internal resource departments and management of external suppliers.
- 2) To manage all financial aspects of client projects, including using Maconomy to set up jobs and budgets, monitor cost and time allocations, keep budgets up-to-date, issue invoices and close jobs.
- 3) To project manage client jobs, including taking responsibility for timelines, reporting, management of client communication including contact reports, and keeping electronic and paper files up-to-date.
- 4) To work with your CSD to actively identify new business opportunities within existing accounts and upsell existing projects; and to play a lead part in the proactive account development plan for each client
- 5) To own responsibility for contributing towards a team GP target.

Resources Accountable For:

People

- Role may include line management responsibility for Client Services Executives, in some cases. Lateral project management responsibility for support departments in the delivery of client projects.
- Close working relationship required with CSD (Retention & Growth) and CSD (New Business Development) in maximising tstanding service to existing clients, and maximising business opportunities.

Financial

- Personal contribution to team and company targets.
- Some involvement in managing client project budgets: monitoring cost and time expenditure; invoicing; identifying uplift opportunities; rebilling all costs profitably.

Principal Working Relationships (internal & external)

- **Customers**
Key point of contact for all clients within your portfolio. 50%+ of your time likely to be directly client-facing.
- **Internal Customers**
Productive, inspiring and positive working relationships required with all associates, particularly in developing compelling client solutions and delivering excellence to clients.

PERSON SPECIFICATION

Essential Skills & Experience (key competencies)

Experience

- Significant client service experience in an agency environment or significant client-side experience in similar role
- Significant project management experience, including responsibility for meeting deadlines, reporting on progress, leading project teams
- Significant subject matter experience in your relevant subject, at a good level
- Previous financial responsibility, with evidence of managing costs or monitoring budgets

Skills

- Excellent interpersonal skills, able to build positive relationships at all levels and with all types of people
- Excellent communication skills – verbal, written, presentational – with clarity of expression
- Commercial outlook
- Passion for quality
- Credibility in front of clients
- Excellent time management skills
- In depth knowledge of Maconomy
- Good IT literacy, including good knowledge of MS Word, PowerPoint, Excel and MS Access