



POSITION TITLE

Relationship Manager

DEPARTMENT

Customer Operations

POSITION SUMMARY

The Relationship Manager position is focused on managing the FiberFirst installed customer base. In this role the RM will be responsible for maintaining, growing, and acquiring new revenue from the existing base of FiberFirst customers. The Relationship Manager will also focus on saving accounts, helping resolve customer satisfaction issues and proactively reduce churn. This position requires the achievement of a monthly quota combined with the additional new revenue and term renewals along with customer retention targets.

SUPERVISION RECEIVED

Works under the supervision of Service Manager

KEY JOB RESPONSIBILITIES/DUTIES

- Responsible for assigned customer base. Proactively/Reactively communicate w/ customers in the base.
- Required to process a minimum of 5 renewals per month and \$1,500 of incremental new TBR. (Total Billed Revenue) of assigned account base.
- Coordinate with other departments to resolve service, support, or billing issues for retention purposes.
- Negotiate price and terms for customers with expiring contracts to keep churn at a minimum.
- Will be assigned to outbound calling campaigns to contact installed customer base and sell new services.
- Maintain accurate account records in customer database and sales activity.
- Ensures all customers are satisfied with full resolutions provided following internal customer activities.
- Detailed reports of account base status and reasons for any churn or base compression.
- Site visits to customers office minimum of once per quarter.
- Customers primary point of contact regarding day-to-day support, service issues or outages.
- Assist with special projects.
- Identify customer needs and become their favorite vendor to do business with.
- Aggressively and proactively provide the highest level of customer support to account base.
- Perform all work duties as deemed by management.
- Positive, winning attitude, strong work ethic and teamwork.

PERIPHERAL RESPONSIBILITIES/DUTIES

- Continuous development and team support.

DESIRED MINIMUM QUALIFICATIONS

- H.S. graduate
- College degree (preference)
- 2-year telecommunications experience
- 2-year sales experience
- 2-year customer service experience
- (Any equivalent combination of education and experience)

REQUIRED MINIMUM QUALIFICATIONS

- Must be able to communicate accurately with customers and coworkers using email and telephone.
- Must be proficient in the use of Microsoft Office suite (Excel, Word, Outlook...)
- Must be proficient in the use of CRM and other database systems.
- Ability to manage their time and tasks to completion with minimum supervision.
- Must be able to effectively manage conflict resolution.
- A thorough understanding of business relationship fundamentals with emphasis on customer interaction, problem identification and resolution.
- Excellent Communications skills and ability to interact with many different levels of personnel, including management, administrative and technical.
- Demonstrated ability to rapidly grasp customer concerns/issues and show multi-task organization
- Highly motivated self-starter with good organizational skills and follow-up.
- Demonstrate the ability to work independently and effectively
- Must have a minimum of two years' experience in telecommunications.
- Must have a minimum of two years in sales or direct customer support.
- Ability to adapt and thrive with change.
- Exceptional time management and organization skills.
- Strong interpersonal, negotiation, and oral presentation skills.
- Ability to work in a fast-paced environment with a "can-do" attitude.
- Must be able to operate a personal vehicle for business related commutes.

SPECIAL REQUIREMENTS

- Must have valid driver's license with clean DMV.
- No DUIs within the past 3 years.
- Maximum of 3 points on driving record.

TOOLS AND EQUIPMENT USED

- Computer, including word-processing, database and spreadsheet programs, calculator, telephone, copy and fax machine.

PHYSICAL DEMANDS

- The physical demands described herein are representative of those which must be met by an employee to successfully perform the essential functions of his/her job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk, use of all upper extremities in the operation of objects, tools or controls.
- The employee must occasionally lift and or move up to 25lbs. Specific vision abilities required by the job include close vision and the ability to adjust focus.
- The position may require up to 10% meeting participation, 30% customer site visit, 30% computer work in an office cubicle environment and 30% telephone correspondence.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interviews, reference check and job-related evaluations may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to the position.

The job description does not constitute an employee agreement between the employer and employee and is subject to change by the employer as the needs of the business and requirements of the job change.

COMPENSATION PLAN

\$75,000 – 100,000 (OTE) Salary plus Commission Package