



Client Service Manager

Job description:

The **Client Service Manager** is the primary client contact who owns, manages, and delivers on the client experience. This individual will accurately represent the scope of our client service capabilities to provide innovative and precise solutions for mission critical services. This individual will be expected to be a cross functional champion who can lead and collaborate with internal stakeholders to define, develop, and execute upon value added solutions for our clients.

What are you going to do exactly?

- Add value to the customer Client Experience
- Build and develop strong comprehensive relationships both internally across departments and externally with clients
- Provide consultative solutions to client needs and objectives
- Partner with clients to identify business requirements, and develop a road map to appropriately project manage solutions
- Represent the complete spectrum of our client services, infrastructure, processes and policies to Clients
- Develop a strategic communication cadence with clients that emphasizes alignment, performance, management and solutions delivery
- Identify and engage in new business opportunities with existing clients
- Create a proactive approach to client issues, being aware and creating a resolution prior to client escalations
- Monthly KPI reporting
- Quarterly Business Review – create presentation, exception analysis, etc. inclusive of participating in the meetings
- Proactively review re-occurring failures with SME's within our client and develop corrective actions
- Become the face of our client
- Identify IT enhancements and EDI upgrade opportunities between client and customer
- Utilize Salesforce as CRM Tool

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Who are You?

- Bachelor's Degree
- 3 + Years of Logistics/Supply Chain Experience
- Deep understanding and in-depth knowledge of Logistics and Supply Chain Management Industry
- 5+ Years of Customer Facing Experience
- 3 + Years of Project Management Experience
- Exceptional Interpersonal, Written, and Verbal Communication Skills
- Experienced with CRM Tools, in particular Salesforce
- Advanced knowledge in Microsoft Office
- Travel up to 25%

Company Profile:

For more than 50 years, our client has helped the world's leading companies better manage their global supply-chains. We provide customized logistics solutions that enable global technology manufacturers, value-added resellers, and third-party service organizations meet the high-availability requirements of their customers.

Please contact Synergie International Recruitment in Schijndel, 073-5496216 or send an email to p.ploegmakers@synergiejobs.nl

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