



Client Relations Manager

DEPARTMENT:	Client Services
REPORTING TO:	VP, Client Services and Operations
JOB TYPE:	Full-time employee
LOCATION:	Salt Lake City, UT 84111, plus some travel
COMPENSATION:	Depending on experience
BENEFITS:	Health, vision, and dental insurance, 401(k), holiday, vacation, and sick leave

JOB DESCRIPTION:

Client Relations Managers are responsible for building and maintaining strong relationships with our clients. The primary focus is to ensure client satisfaction, drive revenue growth, and act as a strategic advisor for their software needs. This role requires a combination of technical expertise, exceptional communication skills, and a passion for delivering exceptional customer service. To succeed in this position, candidates should have strong skills regarding: communication, computers, client relations, and problem-solving. They also need to be resourceful, analytical, adaptable, and organized with the ability to build rapport with clients.

DUTIES AND RESPONSIBILITIES:

- Understand client business objectives, challenges, and priorities to provide strategic guidance and support.
- Establish and nurture long-term relationships with clients based on trust and respect.
- Collaborating with internal departments to facilitate client need fulfillment.
 - Collaborate with the Implementation and Support teams to identify upsell and cross-sell opportunities within existing accounts.
 - Collaborate with the marketing team to develop client-focused materials, including case studies, whitepapers, and success stories.
- Conduct regular business reviews with clients to assess their satisfaction and identify areas for improvement.
- Forecast and track key account metrics, such as revenue growth, customer retention, and customer satisfaction.
- Maintaining updated knowledge of company products and services.
- Proactively address client concerns and act as a liaison between the client and internal teams, including Support, Implementation, Product Management, Development, and Sales.
- Stay up-to-date with industry trends, software products, and competitive landscape to provide clients with valuable insights and recommendations.

SKILLS/EXPERIENCE AND COMPETENCIES:

- Bachelor's degree in Business Administration, Communications, Marketing, or related field.
 - Beneficial to be familiar with Computer Science or Software Engineering fields and terminology
- Proven experience in client relationship management or in a client-facing role within the software or volunteer management industry.
- Excellent interpersonal and communication skills, with the ability to effectively present complex information to both technical and non-technical audiences.
- Ability to collect, track, and analyze large amounts of data.
- Adaptability and strong problem-solving skills.
- Ability to build and maintain strong relationships with clients, identifying their needs and providing effective solutions.
- Ability to manage multiple client accounts simultaneously in a fast-paced environment.
- Ability to build rapport and collaborate with others within the company and externally.
- Understanding of consumer behaviors and industry trends.
- Knowledge of CRM software and proficiency in using productivity tools.
- Familiarity with Agile development methodologies and software project management.
- Ability to work independently and as part of a team in a fast-paced and dynamic environment.

SECURITY ROLES AND RESPONSIBILITIES

All employees are required to adhere to Samaritan's security policies, as well as learn and maintain a high standard of information systems security hygiene.

Samaritan is a small **software** firm located in Salt Lake City, Utah. We provide customized **volunteer** management solutions to a wide variety of clients in the government, non-profit, and corporate sectors. Samaritan is an equal opportunity employer.

