

Greater Cleveland Partnership

Position Description

POSITION TITLE:	Client Relations Manager
TEAM:	Membership Development & Marketing
REPORTS TO:	Managing Vice President, Revenue
FLSA:	Exempt

POSITION SUMMARY:

The Client Relations Manager's primary role is to bring organization and streamlined process to raise the level of the revenue team members. They are responsible for providing a critical connection between several GCP departments, including Sales, Events, Marketing, and Accounting to help deliver the promised value to the customer. Acting in conjunction with all-In values focusing on Interconnected and Integrity.

ESSENTIAL FUNCTIONS:

- Streamline and own the sales/sponsorship process from close to fulfillment of all contractual obligations. To include but not limited to:
 - Digital - Ad placements, presenting sponsorship of emails, data acquisition and analysis
 - Events – Manage all speaking opportunities, exhibitor tables, attendance, registration lists
 - Revenue – Manage billing and collections with accounting
 - Complete/update sponsorship guide and sponsor fulfillment reports (Events & Digital) and update/improve process as needed
 - Work directly with sponsor contacts from completion of the agreement through to fulfillment and follow-up after the engagement.
- Collaborate with the sales/sponsorship team to identify opportunities to provide additional or unique value to investors, prospective investors and sponsoring companies.
- Lead sponsorship process in a timely manner by helping to complete proposals, getting necessary materials to marketing, events and accounting departments driving the fulfillment process
- Lead with a customer friendly approach in all interactions with internal and external customers
- Provide the revenue team with any needed support. Including, but not limited to: client meetings, connections, referral etc.
- Other job-related duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in related field preferred
- 3 – 5 years of related experience required, preferably in a sales department

PREFERRED EDUCATION, EXPERIENCE & SKILLS:

- Detail-oriented. Strong organizational skills related to processing information and materials
- Excellent written/oral communication, including excellent business writing style and grammar usage
- Proficiency in time management
- Long-term and short-term planning skills
- Ability to handle an array of personalities

- Ability to manage multiple clients and multiple projects, prioritizing work as needed
- Strong level of proficiency in Microsoft Office Suite (Word, Excel, Access, and PowerPoint) and Microsoft Outlook required. Experience with database programs preferred
- Self-starter, independent worker; able to see projects through to completion without supervision
- Proficiency in Spanish a plus

PHYSICAL REQUIREMENTS:

- May be required to work more than 8 hours during a workday
- Sitting for long periods of time
- Limited travel/driving required
- Significant manual dexterity for keying in data for long periods of time

SCHEDULING REQUIREMENTS:

- Must be available to work occasional off-hours
- Must be available during standard business hours
- Incumbent has limited flexibility to schedule activity with the approval of supervisor
- This position may not be performed from a remote location