



RES Exhibit Services LLC

JOB TITLE: Client Services Manager

DEPARTMENT: Client Services

FLSA STATUS: Exempt

REPORTS TO: Vice President Client Services

SUMMARY: The Client Services Manager acts as a liaison between RES and its customers. This person works to resolve problems and ensure that products/services are delivered timely and as expected. A Client Services Manager has a minimum revenue requirement to manage of \$3,000,000, which includes most shows that are valued at less than \$500,000.

Essential Functions

Account Management, Customer-Focused Culture (60%)

- As first point of escalation for customer concerns, guide and supervise staff in the resolution process, verifying customer satisfaction.
- Represents the “voice” of the customer in internal planning sessions to ensure all views are understood as planning decisions are made.
- Provides education to the organization on our customers in order to ensure the entire organization is aligned with customer expectations.
- Provides key account contact and information in support of sales and marketing initiatives.
- Oversees all elements of contractual agreements, pricing confirmations, proposals, estimate verification, and processing of all customer orders.
- Provides customers with general assistance, requested information, and problem resolution as required to ensure company’s position as a “preferred vendor”.
- Researches and supports new business opportunities within existing accounts. Presents customer opportunities to management as appropriate.
- Identifies and works with appropriate parties to resolve resource problems as required.
- Oversees development and communication of custom customer/product reports/ documentation that add value to the partnership.
- Supports Customer Focus by effectively resolving emergency situations regarding customer orders due to insufficient resources, system errors, and delays in production, and warehouse or carrier issues. Negotiates schedule changes with customers as required.

Trusted Partner to Customers (20%)

- Serves as the main point of contact for our customers acting as a liaison between external and internal customers.
- Develops and provides custom customer/product reports that add value to the partnership.
- Actively sources definitive promotional and scheduling information from customers to provide information to production/scheduling to support forecasting initiatives and the maintenance of appropriate inventory levels as required.
- Supports Customer Focus by effectively resolving emergency situations regarding customer orders due to insufficient inventory, system errors, and delays in production, and warehouse or carrier issues. Negotiates schedule changes with customers as required.
- Possesses extensive knowledge of products and their applications and recognizes opportunities to better serve our customers.

This job description is a summary of the job duties and requirements that represent the general nature and level of work being performed. This description is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees. In addition to the above, all employees are expected to read, understand, and comply with company policies and procedures as noted in the RES Employee Handbook, regulatory expectations, quality and department standards, etc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Essential Functions

Workflow Management, Process Improvements (10%)

- Records customer complaints for assigned customer accounts and submits trending information to VP CS. Works with appropriate departments to implement actions that will eliminate or reduce the issue.
- Identifies and implements ways to streamline and improve efficiencies.
- Assists in standardizing and documenting processes
- Provides quarterly customer reports/presentations to Sales and Customer Service in regards to customer intelligence, promotions, complaints, trends etc.
- Maximize department workload capacity rate to 80%/20%.
- Identifies and implements ways to streamline and improve efficiency. Challenges the way it has always been done. Ensures processes are documented and standardized.
- Identifies the impact of technology on business processes to ensure that it is used to maximum advantage.
- Ensure compliance with all travel, expense, and reporting policies.

Accurate Customer Information Easily Accessible (10%)

- Oversees publication of quarterly customer survey reports on our customers.
- Ensures a comprehensive picture of everything customer related is standardized, easily accessible and updated regularly.

Position Qualifications

Education & Experience	Mathematical Skills
Bachelors Degree with 3-5 years of experience in account management, communications or business administration.	Basic math. Ability to calculate figures and amounts such as proportions, percentages, dimensions and ratios. Basic Geometry.
Organizational Skills	Reasoning Ability
Concurrently manage multiple clients and projects. Must be able to establish priorities and adjust to the ever changing dynamics within a project.	Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Confident & independent decision making.
Computer Skills	Physical Demands
ERP/Database: Basic Skill Level Microsoft Office: Intermediate Skill Level CRM Databases: Basic Skill Level	While performing the duties of this job, the employee is regularly required to use hands to operate office equipment such as a computer, camera, copier, fax and other office equipment. The employee must occasionally lift/move up to 45 pounds. During busy periods, standard work days would be extended based on workload, capacity and need.
Language Skills	Work Environment
Strong verbal communication skills when dealing with internal and external customers. Ability to respond to common inquiries or complaints from customers, vendors, regulatory agencies, or members of the business community. Ability to	The noise level in the work environment can be loud in production areas. Hearing protection is provided as an optional use. Must comply with safety & dress codes for all production areas. Must follow all safety guidelines as outlined in the RES

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interpret documents & design drawings such as brand guidelines, booth elevations, creative briefs, and procedure manuals.	Safety Manual dated 12/2012. 40-50% travel may be required.
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