

Client Relationship Manager

We are looking for a Client Relations Manager to create and nurture long-term relationships with our customers. You will resolve any issues that arise to ensure customers are satisfied with our services. In this role, you should be an excellent communicator who's able to grasp customer needs and brainstorm ways to fulfill them. If you have working knowledge in travel industry/ticketing or Card Services, if you think you are highly organized and ability to take and work on initiative, if you are highly customer-focused and results-oriented then we would like to meet you.

Job Responsibilities

- Develop in-depth understanding of the Welltravel EcoSystem and address any customer issues and problems to provide prompt and successful solutions.
- Monitor customer care strategies and review on a continual basis to make sure that all customers are getting the attention they deserve.
- Build, develop and maintain solid alliances/partnerships with Travel Agents in the market to support Welltravel billing growth.
- Develop parallel relationships with Corporate clients.
- Manage customer-business communications by developing and distributing emails and other correspondence regarding problem resolutions, product and service features and upgrades for new and existing customers.
- Contribute input on product development, sales, marketing and distribution based on communication using feedback, surveys and other tools with existing customers.
- Responsible for the development and implementation of Welltravel product and Marketing communication plans to support business growth.
- Develop a number of communication strategies to support business initiatives for the company.

Requirements

- Proven experience as a Client Relationship Manager.
- Knowledge of customer relationship management (CRM) practices.
- Excellent communication skills.
- Proficient in MS Office, with working knowledge of CRM platforms.
- Experience tracking relevant KPIs (e.g. Customer Satisfaction)
- Working knowledge in the travel or tourism industry.
- A customer oriented attitude.
- Problem solving skills.
- Ability to lead teams on-site and remotely.
- Excellent presentation and negotiation skills.
- Bachelor in Business Administration, Marketing, Management or related field.

Additional Requirements

- You are inspiring team member and proactive communicator
- You understand the requirements of our international clients
- You are humble and know how to encourage your team members.
- Good and friendly character / able to work in a team
- Go-minded spirit ("yes, we can...")
- You want to reach your targets.

Job location: Switzerland, Canada, Bangladesh or Remote

Salary: Negotiable