Job Description

Job Title: Client Relationship Manager

Contract Type (Perm/Contract/Temp): Permanent

Reports to: **VP, Client Relations**

Location: Remote

About Us:

We are a secure business transaction platform that brings businesses and their suppliers closer together with unique technology that revolutionises invoice processing, maximises efficiency and improves cashflow management. The Tungsten Network also provides users with real-time spend analysis through analytics, and offers access to Early Payment, a form of alternative finance for businesses.

Job Purpose:

The Customer Relationship Manager (CRM) is the backbone of Tungsten’s Account Management model. This resource wears many hats in the organization, including (but not limited to):

Building and deepening the client relationship; working collaboratively to ensure operational delivery and overall client satisfaction, monitoring and optimising Tungsten penetration/profitability. Customer advocacy. Identifying new business/revenue opportunities. Developing pipelines for new products within existing customer portfolio.

Key Responsibilities:

* Meeting and exceeding the set revenues target
* Negotiating and closing contract extensions and renewals
* Management of all new service launch activities into the customer base
* Specify corporate-level, product-related collateral required for the support of all

sales and marketing activities on a global level, such as website content, product

brochures, product datasheets, whitepapers, sales presentations, ROI models,

demonstration systems and scripts, etc.

* Obtaining reference collateral from major customers: case studies, press releases,

ROI cases, etc.

* Identifying opportunities for special interest groups and consolidated supplier

releases

* Working closely with Project Managers (PM) and Service Delivery Managers (SDM) to

ensure key project and KPI deliverables are achieved

* Develop and drive supplier/invoice volume increase initiatives (campaigns)
* Work closely with the SDM/Campaigns Manager (CM) to deliver/exceed SLA for each

campaign

* Liaising with SDM to ensure appropriate customer support
* Liaising with regional marketing
* Communication of roadmap information and competitive positioning, and the

provision of expert consultancy in this area

Experience and Knowledge:

* Advanced negotiation
* Shared service, P2P, BPO and/or e-Invoicing experience
* High level finance/AP functions and vendor landscape

Education:

* Educated to Bachelor’s degree level or equivalent.
* Fluent in English

Systems Knowledge:

* Exceptional relationship and expectation management skills
* Up-selling and account leverage
* Excellent presentation skills
* The ability to work well with a variety of functional staff, including Marketing, Sales,

Service Delivery, etc.

* Technically literate especially with ERP, AP Automation, or eProcurement solutions

Personality & Attributes:

* Excellent client-facing skills
* Self-starter
* Flexible
* Able to multi-task
* Willingness to travel
* Team-oriented