CUSTOMER RELATIONSHIP MANAGER

Job Ref. No: #JDMPR2325

2024 - 2025

- **Company Name** : Moris Media LLC
- **Designation** : Customer Relationship Manager
- **Job Type** : Full Time
- **Industry** : Media & Marketing Industry
- **Department** : Customer Support Department
- **Work Model** : Remote
- **Salary** : Negotiable Salary

www.morismedia.com

About morismedia

Moris Media is a professionally managed public relations, digital marketing and reputation-management organisation with 12+ years of industry experience, recognised as one of the world's leading PR and digital marketing boutique agencies, working across 40+ countries.

Job Summary

Moris Media is currently hiring for Customer Relationship Manager in New Zealand; this job may require you. We are looking for a highly skilled and motivated Customer Relationship Manager to join our team and enhance our client engagement strategies. In this role, you will be at the forefront of ensuring exceptional customer experiences and maintaining strong, lasting relationships with our clients. Your primary responsibility will be to develop and implement strategies that drive customer satisfaction and loyalty, while effectively addressing any concerns or issues that may arise.

You will work closely with clients to understand their needs, provide tailored solutions, and offer proactive support to ensure their continued satisfaction. This position requires excellent communication skills and a customer-centric approach to problem-solving, as you will be responsible for managing client expectations, resolving conflicts, and facilitating smooth interactions between clients and various departments within the company.

Your role will also involve analyzing customer feedback, identifying trends, and leveraging this information to recommend improvements in our services and processes. By fostering strong relationships and delivering high-quality support, you will contribute significantly to our overall client retention and growth objectives.

As a Customer Relationship Manager at Moris Media, your efforts will be instrumental in strengthening our brand's reputation and ensuring that our clients receive the highest level of service. Your ability to build rapport, anticipate client needs, and drive positive outcomes will be key to succeeding in this role and achieving our organizational goals.

Primary Responsibilities

- Develop and implement strategies to enhance customer satisfaction and loyalty, ensuring a high level of client engagement.
- Build and maintain strong, long-lasting relationships with clients by understanding their needs and providing tailored solutions.
- Act as the primary point of contact for clients, addressing their concerns and resolving issues in a timely and effective manner.
- Coordinate with various departments within the company to facilitate smooth interactions and ensure client needs are met.
- Proactively offer support and guidance to clients to anticipate and address potential challenges before they arise.
- Analyze customer feedback and identify trends to recommend improvements in services and processes.
- Prepare and deliver regular reports on client satisfaction, feedback, and engagement metrics to senior management.
- Implement best practices for client relationship management and ensure consistency in service delivery.
- Conduct regular check-ins and follow-up meetings with clients to ensure ongoing satisfaction and address any evolving needs.
- Facilitate the onboarding process for new clients, ensuring a seamless transition and positive first experience.
- Collaborate with the sales team to understand client requirements and align solutions with their business

objectives.
- Develop and deliver training programs or materials to clients to help them maximize the value of Moris Media's offerings.
- Monitor and assess the effectiveness of client engagement strategies, making adjustments as needed to improve outcomes.
- Manage client expectations and negotiate terms of service to ensure mutual satisfaction and alignment with company policies.
- Represent Moris Media at client meetings, industry events, and conferences to enhance the company's presence and build networks.

Required Skills

- **Proven Experience:** 2-5 years of experience in customer relationship management or a related field, demonstrating a strong track record of client engagement and satisfaction.
- **Excellent Communication Skills:** Strong verbal and written communication skills to effectively interact with clients and internal teams.
- **Extroverted Personality:** Natural ability to engage with clients and build relationships, contributing to effective networking and client rapport.
- **Observant and Analytical:** Keen observation skills to understand client needs and an analytical approach to identify trends and areas for improvement.
- **Problem-Solving Abilities:** Proficiency in addressing client issues and resolving conflicts with a proactive and solution-oriented mindset.
- **Client-Centric Approach:** Demonstrated ability to put the client's needs first and tailor solutions to meet their specific requirements.
- **Organizational Skills:** Strong organizational abilities to manage multiple client accounts and ensure smooth interactions across departments.
- **Negotiation Skills:** Experience in negotiating terms and managing client expectations to achieve mutually beneficial outcomes.
- **Travel Flexibility:** Willingness to travel as required for client meetings, industry events, and other business-related activities.
- **Analytical Skills:** Ability to analyze client feedback and engagement metrics to inform strategies and drive continuous improvement.
- **Team Collaboration:** Experience working collaboratively with cross-functional teams to ensure client needs are met and issues are resolved.
- **Customer Service Orientation:** A focus on delivering exceptional customer service and enhancing the overall client experience.
- **Adaptability:** Ability to adapt to changing client needs and evolving business environments.
- **Technical Proficiency:** Familiarity with CRM software and tools to manage client interactions and track engagement effectively.
- **Strategic Thinking:** Capacity to develop and implement strategies that drive client satisfaction and contribute to overall business growth.

Qualifications & Experience

Qualifications Required for Customer Relationship Manager at Moris Media:

- **Educational Qualification:** Bachelor's degree in Business Administration, Marketing, Communications, or a related field.
- **Experience:** 2-5 years of experience in customer relationship management or a similar role, with a demonstrated ability to build and maintain strong client relationships.
- **Technical Skills:** Proficiency in CRM software and tools to manage client interactions and track engagement effectively.
- **Travel Flexibility:** Open to traveling as required for client meetings, industry events, and other business-related activities.
- **Technical Specifications:**
    - **High-performance Laptop or Desktop:** Must have access to a powerful computer with adequate processing power and memory for handling demanding tasks.
    - **High-speed Broadband Internet Connection:** Required for accessing online resources, collaborating with colleagues, and transferring large files.
    - **Virtual Workstation:** A dedicated workspace, either physical or virtual, conducive to focused work and free from distractions.

Salary:

- We offer a competitive salary and benefits package. Salary will be discussed in detail based on your experience, skills, and personality if shortlisted.

Apply Only Through the Official Job Page

Candidates must review the complete job description, eligibility requirements, work model, location and experience expectations before submitting accurate and updated information through the official application form.

Submitting an application does not guarantee shortlisting, an interview or employment. Moris Media does not request registration charges, security deposits, training fees or candidate payments through its official recruitment process.

APPLY ONLINE HERE

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