

## CLIENT SERVICES MANAGER

### POSITION OVERVIEW

The Client Services Manager (CSM) provides a range of sales, service, administrative and relationship management support to be the first point of contact for clients. The CSM ensures the long-term success of our client relationships. Participates in client meetings, manage communication through telephone and email, prepare presentations for clients, transaction processing and product/marketing support.

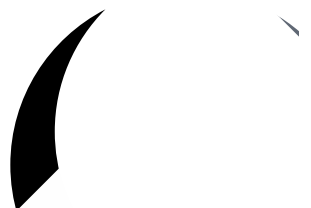
The CSM will also be supervising and managing a team along with a portfolio of clients. Participates in employee coaching and development via formal and informal reviews.

### JOB RESPONSIBILITIES

- Build and maintain strong, long-lasting client relationships
- Research and respond to client inquiries and/or problems of clients, including account change requests; escalate issues as appropriate.
- Serve as lead point of contact for all clients within portfolio and have daily communication with clients
- Provide general administrative support, including but not limited to managing logistics, invoicing, shipping etc.
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Collaborate with sales team to identify and grow opportunities
- Perform duties & responsibilities specific to department functions & activities or as assigned by supervisor.
- Participate in the development of department policies and/or procedures and assist with client specific projects as assigned.
- Be a resource to answer any questions and issues for team members
- Recommend measures to improve methods and work procedures for monitoring work activities. This can include how to better work performance, communicating volume vs productivity to leadership and how the team will need support, and manage productivity
- Display strong coaching and team building skills
- Continuous process improvement to ensure department is providing consistent, and outstanding customer service.

### ACCOUNTABILITIES AND PERFORMANCE MEASURES

- Oversee the goods and services ordered and ensure high level of client satisfaction and business efficiency.
- Accountable for billing for each client in that team.



- Achievement of strategic objectives, specifically related to individual clients, as defined by company management.
- Accountable for performance objectives.
- Manage and oversee team members and portfolio of accounts

## QUALIFICATIONS

- College degree and two (2) year experience preferred
- Ability to multitask, detail oriented and strong organizational skills required
- Professional verbal and written communication skills
- Must be punctual and dependable
- Knowledge of Microsoft Office Suite (Word, Excel, Powerpoint)
- Desire to grow long-term with the company
- Demonstrate an ability to meet quality standards in personal behavior and performance– lead by example.
- Must be comfortable working in a “quick-turn” industry

## AT-A-GLANCE POSITION INFORMATION

- Job Type: Full Time
- Salary: Based on Experience
- Benefits: Medical, Dental, Vision, Retirement Plan (401K), Paid Holidays, Vacation, Personal and Sick

## COMPANY DESCRIPTION

ENO Brands, Inc. is a premium jewelry manufacturing solution dedicated to the art of jewelry craftsmanship. Our mission is to provide the best quality products and customer service experience for all of our clients. For over 3 decades, our family-run business has had the opportunity to work with leading brands in the fashion jewelry industry.