

### Role Description – Customer Relationship Manager

DATE	Q4 2018
POSITION TITLE	Customer Relationship Manager
LOCATION	Dublin with ~40% international travel required.
THE ROLE	<p>We recognise the importance of looking after our customers and have a key focus on ensuring they are happy with our service at all times.</p> <p>In order to continue to look after our customers, we are now looking for a Customer Relationship Manager to join our team.</p> <p>This person will be responsible for designing and implementing care programmes for Openmind's key customer base, together with being a senior point of contact for all customer complaints and escalation. This person will take responsibility to see that our key customers are cared for in a way that reflects our core values of Care, Flexibility and Innovation.</p>
POSITION DESCRIPTION	<ul style="list-style-type: none"> <li>• Escalation Management, process definition, action follow up and customer care for projects and support</li> <li>• Key account service management of our top 15 clients including travel to our global customer base</li> <li>• Building senior relationships with key clients</li> <li>• Key Partner processes and management</li> <li>• NPI score management</li> <li>• Cross functional complaint and escalation management</li> <li>• Customer Support Level Agreement monitoring and management</li> <li>• Single Point of Contact for major escalations</li> <li>• Customer service meetings including monthly calls with key project sponsors</li> <li>• Product Roadmap meetings co-ordinating with key accounts</li> </ul>
NUMBER OF YEARS PREFERRED EXPERIENCE/ KEY ATTRIBUTES REQUIRED	<ul style="list-style-type: none"> <li>• Senior Level Project Management experience</li> <li>• Telecoms background is preferable</li> <li>• Partnership Management experience</li> <li>• Experience in dealing with senior customer related issues, putting together resolution plans and executing cross functional plans to fulfil customer requirements</li> <li>• This person will be organised, confident and enjoy complex relationships with VIPs in our top customer base.</li> <li>• Possess an ability to deal with all levels in our customer base and understand commercials, and at a high level, our technical projects but most of all understand that our business is won through people and the care they give to</li> </ul>

	<p>our customers.</p> <ul style="list-style-type: none"><li>• Experience at presenting and have good negotiation skills.</li><li>• Excellent written and verbal communications required.</li><li>• Genuine curiosity: willingness to understand how our products are designed, built and how they operate</li><li>• Ability to show initiative, constantly improve the way the team works, and strong multitasking abilities</li><li>• Ability to deliver results under pressure in a rapidly changing and dynamic environment</li><li>• Familiarity with requirements gathering, information architecture, functional specifications, technical specifications, test cases, and release management</li></ul>
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