

JOB DESCRIPTION	
<b>Job title</b>	<b>Client Relationship Manager (CRM)</b>
GENERAL STATEMENT	
<b>General statement</b>	The Client Relationship Manager is the commercial intermediary between the company and the customer. The CRM is responsible to reach out to potential new clients, analyze their needs and offer the appropriate services. They retain existing customers by maintaining an optimal Relationship.
<b>Job position</b>	In close collaboration with the BD Lead and in compliance with the company's Quality processes
Responsibilities and Duties	
<b>Responsibilities and Duties</b>	<p><b>Coordinate relationship with the prospect / client</b></p> <p>Develop a portfolio of new customers,          Develop the potential of existing customers,          Advise customers, inform them about new services or new products,          Set up specific commercial actions, participate in congresses, conferences or customer meetings,          Coordinate and follow-up of Request For Information and request for proposals from customers and prospects with support of each dedicated service (interaction with Professional Services, IT, R&amp; D, QA).</p> <p><b>Writing and monitoring of service offers to customers and prospects</b></p> <p>Write commercial offers by providing technical solutions adapted to customer requests,          Conduct negotiations until the order is placed and support the client in the choice of appropriate solutions of solutions and projects,          Ensure customer satisfaction and notify the Professional services of any need for escalation or conflict resolution and follow up on the progress of the escalation/conflict any escalations and / or conflicts,          Promote transversal and global actions on defined key accounts in order to set up privileged partnerships (through MSA (Master Service Agreement), prices lists, Governance plan).</p> <p><b>Maintaining internal reporting and projections</b> (in accordance with Banook's strategic plan) to assess the overall performance of the activity.</p>

EDUCATION AND SKILLS	
<b>Education and Training Requirements</b>	Bac +2/3 in economics and management
<b>Skills</b>	<p><b>Qualifications and skills :</b></p> <p>Motivation, Reliability, Autonomy, Efficient and well organized Collaborative and cooperative Adaptable to new environments and reflective Ability to work under pressure Attention to detail Scientific and logical mindset</p> <p>Working knowledge of the Microsoft Office Software Knowledge of SAP or an ERP (Enterprise Resource Planning).</p> <p><b>Transversal skills</b> Customer focus, sales skills Negociation power,</p>
<b>Experience Requirements</b>	2 to 5 years in similar position