

Client Communications Manager

Position Overview:

As Client Communications Manager, you will be responsible for ensuring a positive client experience while overseeing and building out our client services team. You will report directly to senior leadership and work closely with different stakeholders, including teams within the organization, vendors, and customers.

The ideal candidate will be a self-motivated, agile, and a high-energy team member, that would be excited to take on multiple projects, both administrative support and business development, in a fast-paced environment. To be successful in this role, you will be a natural leader with superb organizational and professional communication skills.

Responsibilities:

- Communicate directly with clients via email or by phone. Schedule and attend in-person meetings or virtual conferences with clients.
- Manage/oversee client services team.
- Work with Director of Operations to improve existing systems and processes with regards to communication and follow up on client accounts.
- Screen feedback and requests from clients and liaise with relevant departments within the organization to provide solutions.
- Escalate issues or complaints to relevant departments.
- Liaise with in-house teams to adjust service offerings and assess related costs.
- Build and maintain close relationships with clients.
- Help build and scale new technologies that will enhance the client experience.

Qualifications:

- Bachelor's degree in Marketing, Communications, Business Administration, or a related field from an accredited University.
- 2+ years of administrative or client services experience within a services based corporate organization strongly desired.
- Proficiency with Microsoft Office suite (including MS Excel and MS Teams), Adobe, and project management software.
- A professional and friendly demeanor.
- Have a keen attention for detail.
- Excellent verbal and written communication skills.

About us:

Frazier & Bowles is a full-service Real Estate, Business Law, Insurance, and Litigation law firm representing residential communities. Given the continued growth of the firm, we are adding talented professionals to our team. If you are looking to be a part of a collaborative team, focused on finding innovative solutions for providing top notch client services, please apply today.



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