

CLIENT RELATIONSHIP MANAGER

The Madison Consulting Group is a New York based training and consulting firm that works with top-tier clients in various industries to strengthen employee performance and meet business goals. Our capabilities include: customized training, organizational consulting, executive coaching, and strategic resourcing. The Madison Consulting Group helps its clients address a broad array of challenges in leadership and management, sales and customer service and professional development. Founded in 1993, the firm is known for its innovative, customized solutions and unparalleled commitment to its clients' success.

SCOPE OF RESPONSIBILITIES:

Account Management:

- Develop business through our Client Relationship Process
- Build relationships with clients and manage accounts effectively
- Write proposals and other client communications
- Consult with clients to understand business issues and make recommendations
- Conduct Learning and Development planning with clients
- Maintain ongoing communication with clients through e-mail, articles, etc. and meet with clients regularly
- Prepare call reports
- Keep client informed of new research, products, etc.
- Follow up on warm leads and RFP's
- Do competitive analysis
- Add value through thought leadership

Marketing:

- Managing marketing projects and social media.

QUALIFICATIONS:

- Knowledge:
 - Strong background and knowledge of business, professional services, and sales.
 - Knowledge of Learning and Development.
- Skills:
 - Professional selling and business development
 - Consulting in a professional services environment
 - Building client relationships
 - Presentation
 - Communication-verbal and written
 - Project Management
 - Organization
- Technical Skills:
 - Microsoft Office Suite
 - Familiarity with variety of social media forums
 - Familiarity with CRM software a plus
- Traits:
 - Highly client focused
 - Proven ability to develop strong relationships
 - Proactive approach and follow through
 - Strong presence
 - Ability to be both strategic and tactical
 - Creative and curious
 - Team-oriented