

CLIENT RELATIONSHIP SPECIALIST

ROLE OVERVIEW:

Fringe PD's Client Relationship Specialist is a fully remote, exempt employee position within the company. This position manages the day-to-day aspects of current client relationships and assists with developing new client relationships. The Client Relationship Specialist works under the Director of Programs to assist in executing the day-to-day operations of our client-facing work. This position requires ownership of the key responsibilities below, commitment to the organization's mission, a desire to grow an emerging business, and an ability to handle the high expectations required as part of a small team.

1. Key Responsibilities:

- Independently manage client workflows from intake to delivery, including follow-up.
- Manage current client relationships, including contact with active and passive clients for future strategic purposes and discovery.
- Assist with developing relationships with new clients and strategic partners.
- Manage the client onboarding process, including facilitating review by legal counsel and execution of all agreements, initiating and tracking client invoices, and tracking all client-specific contract terms and preferences for ongoing use.
- Work with the Dir. of Programs to move all engagements from business development through on-boarding. For coaching and workshops, work with the Dir. of Programs to oversee the operational/administrative components of coaching and workshop engagements, including providing workshop delivery plans to clients and oversight of the business calendar.
- Collaborate with the Business Operations Manager to create and consistently review/adapt policies and procedures regarding scheduling and time blocking to ensure clear availability for additional client engagements.
- Assist with tracking year-end performance and statistics.
- Assist with conference logistics, including coordinating sponsorships, and attend conferences and other business development events in person periodically throughout the year.
- Provide other support as needed.

2. Key Performance Indicators:

- Autonomously and seamlessly manages day-to-day aspects of client relationships.
- Proactively provides clients with updates and information without prompting.
- Provides consistent updates on client relationships and goals progress to the Director of Programs and executive team.
- Strategically partners with the Director of Programs to implement strategy and vision of business goals.

3. Key Knowledge:

- Client service and relationship management skills.
- Strong written and oral communication skills.
- Understands FPD's core business and products.
- Proficiency in Google Drive and Microsoft Office systems and comfort in learning new online support systems.
- Prior legal industry knowledge is a plus.

4. Specific Desired Behaviors:

- **Self-Starter:** Proactively responds to clients' needs and requests for information.
- **Polished Presence:** Positively represents FPD in all interactions.
- **Agile:** Responds well to rapid change and can quickly pivot to meet the needs of a high-growth organization.
- **Organized:** Utilizes strong organizational and project management skills to simultaneously work on multiple engagements with varying deadlines.
- **Analytical:** Provides an analytical approach to problems and proposes solutions.
- **Proactive Communicator:** Provides regular project updates, proactively issue-spots challenges, and has strong attention to detail.
- **Strong Judgment:** Elevates questions and issues to FPD leadership when needed.
- **Ethical:** Maintains client-sensitive information and confidential details.

Base Compensation Range: \$75,000 - \$90,000