CLIENT RELATIONS MANAGER

Job Ref. No: #JDMPR2100

2024 - 2025

- **Company Name** : Moris Media LLC
- **Designation** : Client Relations Manager
- **Job Type** : Full Time
- **Industry** : Media & Marketing Industry
- **Department** : Administrative Department
- **Work Model** : Remote
- **Salary** : Negotiable Salary

www.morismedia.com

About morismedia

Moris Media is a professionally managed public relations, digital marketing and reputation-management organisation with 12+ years of industry experience, recognised as one of the world's leading PR and digital marketing boutique agencies, working across 40+ countries.

Job Summary

Moris Media is currently hiring for a Client Relations Manager in Malaysia. This job may require you to cultivate and maintain strong relationships with our valued clients. As a Client Relations Manager, you will be the primary point of contact for our clients, ensuring their needs are met and their expectations are exceeded. You will be responsible for understanding their business goals and objectives, and working collaboratively with internal teams to deliver tailored solutions that drive their success. Your role will involve proactively communicating with clients, providing regular updates on project progress, and addressing any concerns or issues that may arise. You will also be responsible for identifying new opportunities to expand existing client relationships and grow our business.

The ideal candidate will possess exceptional interpersonal skills, with a proven ability to build rapport and trust with clients from diverse backgrounds. You will be a skilled communicator, both verbally and in writing, and able to articulate complex ideas in a clear and concise manner. Your strong problem-solving skills will enable you to identify and resolve client issues efficiently and effectively. Additionally, you will be a proactive and self-motivated individual, with a strong work ethic and a passion for delivering excellent customer service. Your ability to work independently, as well as collaboratively within a team environment, will be crucial to your success in this role.

Primary Responsibilities

Primary Roles and Responsibilities for Client Relations Manager:

1. **Build and maintain strong relationships** with existing clients through regular communication and personalized interactions.
2. **Serve as the primary point of contact** for assigned clients, addressing their inquiries, concerns, and feedback promptly and professionally.
3. **Develop a deep understanding** of each client's business goals, objectives, and challenges to tailor solutions that meet their specific needs.
4. **Collaborate with internal teams** (e.g., sales, marketing, creative) to develop and execute customized strategies and campaigns for clients.
5. **Proactively identify opportunities** to expand existing client relationships and upsell/cross-sell additional products or services.
6. **Conduct regular client meetings and presentations** to review performance, discuss new initiatives, and ensure ongoing satisfaction.
7. **Monitor project progress and deadlines**, ensuring timely delivery and adherence to budget constraints.
8. **Address and resolve client issues** or complaints in a timely and satisfactory manner, escalating to senior management as needed.
9. **Analyze client data and feedback** to identify trends, areas for improvement, and potential growth opportunities.
10. **Develop and maintain comprehensive client profiles** and documentation, including communication logs, project details, and performance metrics.
11. **Participate in industry events and networking opportunities** to build relationships with potential clients and stay abreast of industry trends.

12. **Prepare and deliver reports** on client performance, campaign results, and other relevant metrics to internal stakeholders.
13. **Negotiate contracts and agreements** with clients, ensuring mutually beneficial terms and conditions.
14. **Maintain a high level of professionalism and ethical conduct** in all interactions with clients and colleagues.
15. **Contribute to the development and implementation** of client retention strategies to ensure long-term client satisfaction and loyalty.

Required Skills

Primary Skills & Experience Required:

- **Experience:** 1-3 years of experience in client relations, account management, sales, or a related field.
- **Communication:** Excellent verbal and written communication skills, with the ability to articulate complex ideas clearly and concisely.
- **Relationship Building:** Strong interpersonal skills and a proven ability to build rapport and trust with clients.
- **Problem-Solving:** Excellent problem-solving and analytical skills, with a proactive approach to identifying and resolving client issues.
- **Negotiation:** Skilled in negotiation and conflict resolution, with the ability to find win-win solutions for both clients and the company.
- **Organization:** Strong organizational and time management skills, with the ability to prioritize tasks and meet deadlines effectively.
- **Personality:**
    - Extroverted and outgoing, with a natural ability to connect with people.
    - Observant and detail-oriented, with a keen eye for identifying client needs and concerns.
    - Analytical and strategic, with the ability to assess situations and develop effective solutions.
- **Travel:** Willingness and ability to travel as needed to meet with clients and attend industry events.

Qualifications & Experience

Qualifications Required:

- **Education:** Bachelor's degree in Marketing, Business Administration, Communications, or a related field preferred.
- **Travel:** Willingness and ability to travel as needed to meet with clients and attend industry events.
- **Technical Specifications:**
    - High-performance laptop or desktop computer
    - High-speed broadband internet connection

- Dedicated workspace (physical or virtual)

Salary:

We offer a competitive salary and comprehensive benefits package, including health insurance, paid time off, and professional development opportunities. Salary will be commensurate with experience and qualifications.

To Apply:

If your skills and experience align with the job description, please click the "Apply Now" button below to submit your resume and cover letter.

Apply Only Through the Official Job Page

Candidates must review the complete job description, eligibility requirements, work model, location and experience expectations before submitting accurate and updated information through the official application form.

Submitting an application does not guarantee shortlisting, an interview or employment. Moris Media does not request registration charges, security deposits, training fees or candidate payments through its official recruitment process.

APPLY ONLINE HERE

Career Opportunities Across Borders

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