



Client Services Manager

Beagle Productions, Saskatoon SK

Job Description

Reporting to the Client Services Director, the Client Services Manager is accountable for ensuring client satisfaction, while balancing profitability, by managing a keen understanding of the client's needs, project scope, relevant market trends and Beagle's product offering. As the "voice of the client" internally, the Client Services Manager is the hub throughout the process and works closely with every internal team.

Accountabilities:

- Develop and maintain excellent business relations with new and existing clients.
- Network and develop relationships and trust among clients to support new business growth.
- Understand client contracts, write project briefs, manage timelines and guide internal resources.
- Continuously provide thorough knowledge, insight and communication to clients to ensure all facets of contract are being covered, and objectives and expectations are being met.
- Responsible for the financial management of client accounts.
- Oversee workload, performance and professional development of Client Services Coordinator.

Desired Education and Experience:

- Minimum five years of experience in account services and/or project management.
- Post secondary education in Business or equivalent related experience.
- Experience in an entrepreneurial "all hands on deck" environment an asset.
- Understanding of software development and/or health/wellness/sports industry an asset.

Core Competencies and Skills:

- Exceptional interpersonal skills proven to effectively build business relationships.
- Strong budget and time management skills with the ability to prioritize competing projects and work accurately under tight deadlines.
- Eager to do whatever it takes to get the job done right, on time and on budget.
- Highly organized, motivated by deadlines and thrives in a fast-paced environment.
- Excellent communication skills in every medium.
- Strong attention to detail with an appreciation for the macro business objectives.

Key Measures (Performance Indicators):

- Happy, satisfied clients who would recommend Beagle to colleagues.
- Growth of client "share of wallet" over time.
- Consistent track record of delivering projects within scope.
- Good working relationships internally, having garnered colleagues' respect.

Application:

- Please submit your resume and cover letter to careers@beagleproductions.com