

Relationship Manager**Location:** Sydney**Duration:** Permanent**Position Purpose:** To provide a specialised, high quality reliable and responsive service to Westcon Groups high worth customers; Responsible for servicing and maintaining strong and positive relationships with Westcon Group's high worth customers; Provide direct support to the Account Managers, Business Development Managers and Sales support in managing issues end to end.**Position Summary:**

First point of contact for all high worth customer enquiries,

Proactively manage, maintain and improve customer relationships and undertake regular surveying of key accounts;

Maintain exceptional customer service, and consistently strive to exceed customer expectations;

Monitor, manage and provide quality feedback on customer activity;

Monitor the performance of allocated accounts and set achievable strategies that will result in increased sales for Westcon Group;

Gain a thorough understanding of the clientele business, resulting in constructive criticism, knowledgeable contribution, and pro-active sales support;

Report all market information accurately to Westcon Group's management;

Manage key contact relationship with AM's and BDM's to focus on retaining and increasing the value of customers;

Seek continuous process improvements, ensuring highest quality delivery of services;

Act as a role model within the team, driving the principles of service excellence throughout all the support teams.