

Relationship Manager

5:17 Total Body Transformations, LLC

Summary

The purpose of the Relationship Manager position is to oversee and execute an encouraging, uplifting and supportive relationship with our clients. The role of this position is to recognize client achievements, offer encouragement and/or assistance in times of struggle and/or need, and document milestones and achievements through personalized communications as identified by the training staff.

Additionally, this individual will assist the 5:17 training and marketing staff in assembling and distributing materials as needed (mailers, gift packages, etc.) as well as capturing photographs of sessions throughout the week that enable us to highlight client achievements/progress and the overall studio vibe.

Characteristics and Traits

- Empowering, uplifting and authentic
- Able to convey encouragement, “kudos” and similar sentiments in a clear, concise manner through writing
- Detail oriented, able to execute tasks as directed
- Well organized in project oversight and in scheduling and executing work tasks

Essential Job Functions

- Cohesively convey written messages
- Able to write by hand clearly and legibly up to 20 minutes at one stretch
- Experience using simple “point and shoot” feature of phone camera or similar device
- Utilize computer-related technology such as email and our in-house management softwares (training provided)

Skills and Qualifications

- Excellent written and verbal communication skills
- Able to work quickly and effectively to meet deadlines

Tasks

- Hand write & mail cards, notes and mailers as directed by training & marketing staff
- Take photographs throughout the week of sessions on a rotating basis and deliver to marketing team
- Assemble gift packages and mail campaigns as needed
- Oversee “Client of the Month” campaign

Education and Certifications

- Proficient in English language, grammar and punctuation