

**Job Title**

Client Relations Manager

Based

United States (remote)

The Company

Jaguar Freight Services - The Freight Architects™ - Licensed Freight Forwarder and NVOCC

Our Vision: Powered by Technology, Backed by Humans.

Our Mission: We deliver excellence, so you can.

Jaguar Freight Services provides customized solutions to our clients' evolving needs – that is why we call ourselves - The Freight Architects™.

Jaguar Freight provides exceptional supply chain solutions through a combination of unique technology solutions and world-class customer service to a broad range of clients.

Widely recognized as an industry leader, Jaguar's unique Cyberchain™ program is a logistics management tool allowing clients to focus on managing their business, while assisting to control core supply chain activities. Cyberchain™ provides real time information from purchase order through to delivery by integrating with carriers, government agencies, and client ERP's to deliver a holistic view of the global supply-chain.

The Role

Jaguar is seeking an experienced and client focused Client Relations Manager to grow and retain our a portfolio of existing clients. The Client Relations Manager will be successful by effectively using structured account management techniques and promoting our services and unique "Freight Architect" approach to our prestigious international client base.

The role has 3 primary responsibilities:

- Account Management
- Customer Service and Support
- Client Retention and Growth

As a Client Relations Manager, you will be responsible for building and maintaining strong relationships with our clients, ensuring their satisfaction and maximizing their loyalty to Jaguar Freight. Your excellent communication, interpersonal, and problem-solving skills will be instrumental in effectively addressing client needs and resolving issues promptly. You will serve as the primary point of contact for clients, providing exceptional service and fostering long-term partnerships. This role requires a proactive and results-driven individual who can navigate complex situations while maintaining a client-centric focus. This position will report directly to the VP of Sales and Client Relations. In line with our WFA (work from anywhere) model and distributed workforce, the position is remote in the United States.

Responsibilities

- Serve as the main point of contact for assigned clients, building and maintaining strong relationships.
- Proactively engage with clients to understand their needs, concerns, and objectives, ensuring their satisfaction and loyalty.
- Regularly communicate with clients to provide updates, gather feedback, and identify opportunities for improvement.
- Actively listen and understand client requirements, providing appropriate solutions and recommendations.
- Collaborate with internal teams to ensure seamless delivery of products/services and resolve any issues promptly.
- Identify upselling and cross-selling opportunities to maximize revenue from existing clients.
- Provide exceptional customer service to clients, addressing inquiries, concerns, and escalations in a timely and professional manner.
- Ensure prompt resolution of client issues by coordinating with relevant teams and following up until satisfactory resolution is achieved.
- Act as an advocate for clients within the organization, ensuring their voice is heard and their needs are prioritized.
- Conduct regular client quarterly review meetings, analyze feedback, and implement improvement strategies as needed.
- Develop and execute strategies to enhance client retention rates and increase customer loyalty.
- Proactively identify opportunities for account expansion and revenue growth, working closely with the sales team.
- Monitor market trends and competitor activities to anticipate client needs and position the company as a preferred partner.
- Participate in industry events, conferences, and networking activities to build relationships and promote the company's brand.

Essential Requirements

- 10+ years of experience in strategic or consultative selling
- Proven experience as a Client Relations Manager or similar role, preferably in a B2B environment.
- Experience working in logistics industry required, specifically, knowledge of international ocean and air freight industry
- Strong presentation skills and ability to communicate effectively via virtual selling (Zoom, Virtual Meetings, etc.)
- Ability to travel as needed for client meetings or in person events
- Demonstrated ability to manage multiple clients and priorities in a fast-paced environment.
- Maintain and add to a healthy pipeline of sales opportunities
- A positive “can do” attitude and willingness to structure “win-win” deals which



embrace our Freight Architect philosophy.

- The ability and tenacity to identify, nurture, and convert growth opportunity within accounts
- Good communication skills both externally with clients and internally to others within the organization
- A leaning towards action and demonstrable ability to set targets, meet and stretch them.
- Self-motivated and collaborative attitude where you will work towards achieving new goals in a creative & enthusiastic way
- Ability to flourish with minimal guidance, be proactive, and handle uncertainty.
- Highly coachable, eager to learn and grow
- Taking a growth mindset to the role with a high level of resilience & commitment
- Knowledge of the email & online marketing space also preferred but not required
- A proficiency in the use of Microsoft Office (PowerPoint, Excel)

Compensation & Benefits

The successful candidate will be eligible for the following:

- Work-From Anywhere (WFA) Program
- Competitive Salary
- Uncapped commission and Profit Share structure based strongly around performance.
- Reimbursement for business expenses (laptop, telephone, travel, etc.) and setup for home office
- Health insurance
- 401K
- Paid vacation (in-line with current HR policies)