

Job Description

Job Title: Strategic Client Manager for Wastewater Design Practice of a leading multi-discipline design firm

Location: St Louis, MO

This Eng firm has served St. Louis for the last 6 or 7 years and have been very successful in obtaining large projects each year. This is a newly created opportunity for a person to lead the Business Development / Project Management efforts for their expanding wastewater design practice.

SUMMARY

The Strategic Client Manager is accountable for directing overall activity at multi-service-line clients who represent, in aggregate, at least \$ 2-3 million, per year of annual revenue. The Strategic Client Manager is responsible for working with the Vice President of Business Development in order to create annual revenue forecasts for assigned clients across water source development, treatment and conveyance related services, and for ensuring that sales to those clients meet the annual plan.

The Strategic Client Manager must maintain superior relationships with each of his/her clients and cross-sell firms other services which fall outside of his/her direct professional expertise. Identifies project opportunities and provides input to Business Development and Business Unit staff regarding future decisions. He/she will work closely with Business Unit staff to ensure that projects, once sold, meet and exceed client expectations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

BUSINESS DEVELOPMENT/SALES

- 1.) Is responsible for generating sales that meet/exceed the planned level for his/her position.
- 2.) Creates marketing plans, and maintains regular and accurate record of marketing activities with assigned clients.
- 3.) Assists with the preparation of proposals and interviews.
- 4.) Presents projects to clients on a regular basis; acts in the lead role in the interview.
- 5.) Actively cross sells with strategic, multi-service-line clients to maximize the firm's opportunities to grow revenue with those clients.
- 6.) Participates actively on committees, boards and other professional associations in order to develop long-term relationships with clients.

PROJECT MANAGEMENT

- 1.) Assists business unit staff to prepare scope of services, providing input into detailed project budget and contract creation.
- 2.) May provide input to business unit management in order to determine the composition of the project team.
- 3.) Actively participates in client meetings regarding project status, budget and related project performance issues. Represents the firm as a principle-in-charge for sold projects.
- 4.) Works closely with business unit staff to ensure that projects are delivered on-time and on-budget.
- 5.) Reviews recommendations of project managers when a contract needs to be amended and provides approval if/when a project's budget or scope are necessary.
- 6.) Serves a primary client contact for selected projects.

- 7.) Provides input to Area Managers, Group Leaders and Business Unit Leaders regarding project manager performance.

COMMUNICATIONS

- 1.) Maintains contact with the client after the project is completed and cross markets such other services as is appropriate.
- 2.) Assures project correspondence is complete and appropriate and that established lines of communication are maintained with the client.
- 3.) Engages other staff, as appropriate, to strengthen relationships with assigned clients.

SUPERVISORY RESPONSIBILITIES

This position does not have direct management authority, but is responsible for ensuring that projects are completed effectively for assigned clients.

RELATIONSHIP TO OTHERS

Consistently presents a professional attitude towards clients and internal staff. Effectively communicates with others in the daily completion of tasks or assignments. Strives to achieve professional working relationships with others and shows a willingness to help others meet critical deadlines.

EDUCATION and/or EXPERIENCE

Has ten years experience in the delivery or sales of engineering or related professional services are required. Two or more years of successful project management experience are strongly preferred. A B.S. degree in engineering or a scientific area and P.E., or a graduate degree in appropriate discipline or Masters in Business Administration are preferred. Has the demonstrated ability to market and sell work to assigned clients. Must have a thorough understanding of project accounting and demonstrated ability to manage the schedule and budget for multiple projects at the same time. Has experience in marketing the technical work of others. Has a working knowledge of technical and office support software required to perform the essential functions of the position.

LICENSES, CERTIFICATIONS

Must possess a current, valid Professional Engineer, Architect or related state license. The ideal candidate will also possess formal project management training and/or certification through recognized project management institutes/curricula.

Contact me for more information:

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