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## Customer Relationship Manager

### About Titan Solutions

From our HQ in Shannon, Titan Solutions combines award winning technology with high performance operational capabilities to deliver compelling outsourced supply chain service value, scale and reach throughout Europe, Asia and the USA.

### The Role

We are looking for a Customer Relationship Manager to be responsible for our Customer Service Department in Shannon, Ireland. If you have the ambition, we will provide the guidance, training, and other development support to ensure your success.

You will oversee day to day activities within the Customer Service Department including staff supervision and development in line with our customers service support requirements. You will work to maintain positive relationships with customers by responding to queries in a timely fashion, presenting all necessary information including performance metrics in a professional manner, while working with other departments to ensure customers remain well informed about Titans ever evolving range of services.

### Typical Responsibilities:

- Oversee customer relationships, building and maintaining profitable relationships.
- Build supporting team skills and capabilities in line with Titan's expanding business requirements.
- Resolve customer queries within agreed SLA's.
- Keep customers informed about the latest service offerings and innovations.
- Participate with other functions in strategic planning.
- You will manage the day-to-day operation of a Control Tower business tools used for account performance reporting internally and directly to customer.
- You will work closely with other business functions including Continuous Improvement, PMO and Operations to achieve customer account objectives.
- You will conduct regular quality assurance surveys to determine customer satisfaction and use the findings to drive continuous improvement.

### Customer Relationship Manager Requirements:

- 3-5 years customer account management experience
- Interpersonal and communication skills are important.
- Proficient in all Microsoft applications.
- Business English, oral and written.