



**Position:** Client Relationship Manager

**Company Overview:** Tax Advisors Group LLC ("TAG") specializes in Texas business personal property tax consulting. We are committed to providing the highest standard of customized tax consulting and client service in the industry. Our trademarked TAG It™ method of valuation and tax processing is unique in the industry and sets TAG apart from other firms offering tax consulting services in the United States.

**Job Description:** The Client Relationship Manager (CRM) is responsible for maintaining a portfolio of clients that include some of the world's leading corporations. This position is instrumental in fostering long term client relationships and consistently articulates the value of TAG services. The CRM serves as the internal voice of the client while working with other TAG teams to exceed client expectations. This individual's performance is based on specific metrics associated with client on-boarding, expansion & retention. CRM's report to the Director of Client Services.

**Duties:**

- Primary ownership and accountability for ensuring client advocacy and retention for complex clients who require higher-touch service
- Engage clients in strategy calls and remote/onsite, face to face visits as needed
- Identify and develop new opportunities for expanding client's footprint
- Monitor client health and create risk mitigation plans where needed
- Collaborate with other TAG teams and executive leadership to ensure positive client experiences and successful client renewals
- Resolve client inquiries by aligning clients with the right resources
- Be accountable for the retention of your client list along with maintaining an accurate forecast for in-year and future year performance
- Develop and share best practices with team members to continually improve the quality, effectiveness, and efficiency of TAG processes

**Qualifications:**

- Experience owning, maintaining, and driving a client relationship in a quota or retention-carrying role
- 2-4 years of account management and/or property tax experience (college degree preferred)
- Excellent phone, written and verbal communication skills. Familiar with presenting strategy verbally in person, over the phone, and in email communication to internal & external customers
- Ability to multi-task and work independently and ability to prioritize and time manage for successful execution
- Must be able to take on multiple tasks while still maintaining accuracy and attention to detail



**TAX ADVISORS GROUP**

PROPERTY TAX | MINIMIZED

**Compensation:**

- Base salary commensurate with experience
- Incentive bonuses payable twice a year, based on terms set by the Company
- Winter closing for approximately two weeks the end of December and beginning of January each year during the Christmas and New Year's holidays
- PTO time awarded based on years of employment (prorated first year based on start date)
- Medical, Dental, Vision, Life and Disability Insurance; Employer contributes toward medical and dental premiums
- Other bonus opportunities and benefits may apply

**Please submit your resume when you apply.**