

Manager, Client Services

Lange is a transportation and warehouse operation that has been providing services for over 35 years. We have earned a reputation as the leading provider of transportation and specialized services to the exposition and events industry in Canada. We are a dynamic group, focussed on exceeding our customers expectations and we are looking for a like minded candidate to join our team as a **Manager, Client Services**.

Job Summary

You will be responsible for the day-to-day management and operations of the Customer Service Department. You will work with the accounting, dispatch, and operations departments to ensure the flow of information is accurate and timely and that all levels of customer needs are met. You will be a liaison with clients and event managers to maintain current accounts and work with our team to help generate new business.

- Manage our team of Customer Service Representatives
- Create client service strategies and oversee their implementation
- Interact and build relationships with clients (current and prospective)
- Ensure that client satisfaction is consistently met and maintained
- Maintain accurate client records
- Work with other departments to maintain a culture of teamwork and continue to improve the flow of information between
- Attend client meetings and negotiations where required.
- Communicate pricing to staff and assist with quoting as required.
- Communicate with show organizers and suppliers
- Assist onsite at events as required
- Work closely with the General Manager to create and submit RFQ's and proposals for events
- All other duties as assigned by senior management

Requirements:

- Post Secondary Education in Business or related experience
- 5 years experience as a Manager, Client Services or similar
- Strong customer service background
- Exposition industry/Transportation industry experience is an asset
- Solid computer skills, fluent in MS Office, Adobe Acrobat Pro
- Excellent organizational and problem-solving skills
- Strong communication and interpersonal skills

If you are interested in this opportunity, please submit your resume along with salary expectations by email to jobs@langeshow.com. We thank all applicants, but only candidates selected for an interview will be contacted.