



Client Relationship Manager Job Description

Overview

Greater Newark Enterprises Corporation (GNEC) is a Newark NJ-based nonprofit and Community Development Finance Institution (CDFI) micro-business development organization with a proven record of delivering capital and support services to micro-businesses from New Jersey's underbanked and underserved communities. GNEC strives to help business owners build long-term financial equity through business ownership.

GNEC is seeking a passionate, experienced and dedicated **Client Relationship Manager** to support our micro-business clients in the field. Reporting to the Executive Director, the Client Relationship Manager will build and maintain strong, long-term relationships with clients by understanding their needs, proactively addressing concerns, ensuring satisfaction with GNEC's products and services and identifying new business opportunities through consistent communication and engagement. The role will act as the primary post-loan point of contact for GNEC and will collaborate with internal teams to deliver tailored solutions.

Role Responsibilities

- Build and maintain strong relationships with micro-business clients, understanding their specific challenges and goals through on-site visits, telephone calls and other means of communication
- Serve as the primary liaison between post-loan clients and GNEC, ensuring effective communication and problem resolution
- Develop customized strategies and solutions to meet the needs of post-loan clients, enhancing their overall ability to grow
- Conduct regular check-ins and assessments to gauge client satisfaction and identify areas for improvement
- Work with the Program Director to facilitate workshops, training sessions, and resource distribution to empower micro-business clients
- Work with the Business Development Director to drive prospective loan clients to GNEC.
- Monitor client performance
- Prepare regular reports and presentations on account status and growth opportunities
- Track client interactions and collect client data using GNEC's CRM tools while reporting insights to team members
- Conduct regular on-location client reviews to assess satisfaction and gather feedback for improvement

Qualifications

- Strong commitment to GNEC's mission and values
- Bachelor's degree in business, marketing, or related field
- Five years' work experience, preferably in a business-related field
- Knowledge of the challenges faced by micro-businesses and a passion for supporting their growth.
- Experience in client relationship management, especially with small businesses or startups

- Excellent oral and written communication skills, organization skills, and attention to detail
- Strong interpersonal and communication skills, with the ability to connect with diverse stakeholders.
- Comfortable in an environment that embraces evaluation and quality improvement
- Customer-service orientation and problem-solving attitude, along with strong interpersonal and collaborative skills
- Ability to work independently and in the field, but comfortable working as part of a team
- Bilingual English/Spanish strongly preferred
- Comfort with CRM tools, with Salesforce experience preferred but not required
- Driving ability with driver's License and car a must

Salary and Benefits

The salary offered for this position is competitive and commensurate with the candidate's work experience.

GNEC's benefits program includes health and wellness insurance, a Simple IRA retirement plan with an organizational match, life insurance and generous vacation package.

Greater Newark Enterprises Corporation (GNEC) is proud to be an Equal Opportunity Employer. Employment with GNEC is based solely on qualifications and competence for a particular position, without regard to race, color, ethnic or national origin, age, religion, creed, gender, sexual orientation, disability or marital, military, or citizenship status. Your information will be kept confidential according to EEO guidelines.

GNEC employees are offered flexible work location opportunities and currently work in a hybrid manner. This policy is subject to change. GNEC's main office is located in Newark, NJ.

This position will require travel throughout the state as needed.

To Apply

Please submit a resume and cover letter via email to Victor Salama, Executive Director, GNEC, 211 Warren Street, Suite 423, Newark NJ 07103; vsalama@gnec.org. Please include Client Relationship Manager in the subject line. No phone inquiries please. The deadline to apply is January 31,2025.

For more information on GNEC, please visit www.gnec.org.

Join us in making a meaningful impact on the success of NJ micro-businesses!