

## **JOB DESCRIPTION**

**Role:** Client Relationship Manager (Food & Beverage)  
**Reports to:** MD, Singapore & Indochina  
**Location:** Singapore

### **Responsibilities**

- Serving as the main point of contact between clients and employees; elevate client feedback to the relevant departments
- Develop relationships with clients and key personnel; learn their needs and develop plans to meet these needs
- Regularly checking in on clients to ensure they are satisfied with BIPO; address any concerns or issues a client may have and work with Account Managers or Management to resolve them
- Present client with a contract and set any terms as agreed upon by both the company and client
- Research competitors and learn how to stay ahead of the competition to bring in new clients and retain existing clients
- Collaborate closely with other departments to build strategies that ensure they satisfy clients with the company's product or service
- Proactively build strategies to ensure customer adoption and engagement whilst also using feedback to identify opportunities for growth

### **Technical Skills and Competencies**

- Ability to network and build relationships
- Existing experience within F&B operations, partnership engagement, and/or account management is required
- Advanced customer service skills to remain personable with clients to build relationships and establish yourself as a reliable source for the client to turn to with any questions or concerns
- Extensive account management, sales or implementation experience in a SaaS organization
- Tertiary qualifications in a related field
- Extensive internal and external strategic relationship management experience
- Good time management and prioritization skill

### **Useful links**

- Website: [www.biposervice.com](http://www.biposervice.com)
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

To apply for this role, please contact: [asean.hr@biposervice.com](mailto:asean.hr@biposervice.com)



## About BIPO

At BIPO, our passion for technology and innovation empowers businesses across the globe with increased efficiency and convenience.

Our enterprise-ready **HR Management System** automates HR processes, simplifies workflows, and delivers actionable insights to build the best employee experience. Complemented by our **global payroll outsourcing** and **Employer of Record (EOR) services**, we support businesses to manage today's global workforce.

Established in 2010, and headquartered in Singapore, we are better connected to support your payroll and people solutions needs through a global network of 30+ offices, four R&D centres, and business partners across 100+ countries.

## Our products & services

- HR Management System (HRMS)
- Global Payroll Outsourcing
- Employer of Record (EOR)