



**PHILLIPS & COHEN**  
ASSOCIATES LTD

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Position:	Client Relationship Manager
Location:	Wilmington, DE
Posting Date:	April 4, 2018
Position Type:	Exempt, Salary

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Phillips & Cohen Associates, Ltd. is seeking to hire a Client Relationship Manager (CRM) for its Wilmington, DE office. The primary responsibility of the CRM is to manage the relationship between PCA and our clients by becoming the subject matter expert for each designated client. In addition, the CRM is responsible for receiving, analyzing, and distributing internal and external key performance indicators and data provided by clients. The CRM also plays an integral role in reviewing service level agreements, contracts, and other client communications.

PCA offers medical insurance, 401k, paid vacation, and an opportunity for career development.

**Responsibilities:**

- Receiving, analyzing, and distributing internal and external key performance indicators and client-provided data.
- Communicating observations to appropriate decision makers on the executive and management teams.
- Coordinate communication between client contacts and internal departments on a daily basis to fulfill client requests.
- Review service level agreements, contracts, and client communications ensuring client expectations are consistently exceeded.
- Resolve internally and externally identified issues quickly, resulting in the least amount of disruption to performance.
- Manage the day-to-day relationship between agency and clients.
- Coordinate and manage on-site and remote client audits and information requests.

**Required Qualifications:**

- High school diploma or its equivalent (required)
- Bachelor degree (preferred)
- Collection or relevant client relationship management experience
- Working knowledge of commonly-used concepts, practices, and procedures within the financial and/or collection industries



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**Demonstrated Proficiencies:**

- Computer literacy (MS Word, MS Excel, MS Outlook, MS PowerPoint, MS Publisher, and PCA Collections Software)
- Basic mathematical calculations
- Superior inter-office communication, both oral and written
- Organizational Management
- Ability to analyze information and present findings in a clear, concise, and professional manner
- Project management or proven ability to deliver exceptional results in a quality measured position

*Phillips & Cohen Associates, Ltd. is a full-service accounts receivable management company providing customized services to creditors in a variety of specialized market segments. Phillips & Cohen Associates is headquartered in Wilmington, DE, with additional offices in Colorado & Florida, as well as international offices in the UK. Canada & Australia. For more information about Phillips & Cohen Associates visit: [http:// www.phillips-cohen.com](http://www.phillips-cohen.com) . Phillips & Cohen Associates, Ltd., provides Equal Employment Opportunity to all individuals regardless of race, color, religion, gender, age, national origin, disability, marital status, sexual orientation, veteran status, genetic information and any other basis protected by federal, state or local laws.*