

Global Head of Client Services | Informa Financial Intelligence - Nashville, TN

The Head of Client Services and Customer Experience is responsible for delivering a combination of proactive and reactive services to customers to enable them to gain more value from their Financial Intelligence products and services. In doing so, the Head will bring together four previously linked but separate teams to form a new and more seamless service for customers.

The Head of Client Services and Customer Experience will ensure that their team take clear ownership of the management of key elements of the customer experience, ranging from customer onboarding, new product communication, enquiry management, and other structured and ad hoc service programs. They will be responsible for managing these processes from start to finish, working with other teams as necessary and ensuring issues are resolved in a timely and commercially appropriate manner.

The Head must also be able to form relationships internally across the business and externally with customers, ensuring an efficient and effective delivery of business objectives in line with performance metrics.

ROLE AND RESPONSIBILITIES

- Develop IFI Client Service offering, helping to unify them and ensuring they meet customer needs, differentiate us from the competition and achieve agreed SLAs.
- Be the voice of the customer and capture, share and act on valuable feedback and insights to drive client satisfaction and help shape product development, research agendas and other services.
- Play an active role in the delivery of client onboarding, training and renewals.
- Recruit, coach, manage and develop a high performing team and create an innovative and client-centric environment and culture of measurable success and responsibility.
- Create, measure and track KPIs that ensure your team's client-facing activity meets and exceeds standards and expectations, identifying and championing ongoing improvement opportunities.
- Work closely with Sales, Marketing, Product, Research and other teams to promote the value of client services.
- Improve operational performance with a continuous improvement mind-set and the effective implementation of quality initiatives.
- Works collaboratively and effectively with vertical line of business, represents client services and helps to drive sales and client satisfaction. This includes attending sales meetings and account planning reviews.

SKILLS & EXPERIENCE:

- At least 10 years' experience developing, building and leading client services teams. Significant experience of working in Client Relationship Management preferably in a B2B and/or professional services environment with a global coverage model.
- Impeccable management skills – able to deliver Client Services vision through personal drive, building enthusiasm and commitment to implement well-defined strategies and pursue long-term goals with energy and tenacity.



- Unwavering customer focus – able to identify and discriminate between customers, focus on their needs and engage them through communications activities, while balancing the near and long-term commercial objectives of the business.
- Results-driven – ensure that performance goals and targets are achieved, persistently seeking to improve business performance, with the energy and tenacity to address bottlenecks and barriers.
- Strong influencing and negotiating skills – able to develop strategic working relationships with different functions (e.g., sales, marketing, product, research...) and handle difficult and changing circumstances, to achieve business objectives.
- Decision-making – able to make timely and effective decisions and take prompt action to accomplish objectives and goals.
- Proven project management skills; ability to manage the entire lifecycle of multiple projects with competing demands for limited resources, on time and within budget.
- Operational and business management experience
- Financial Services product and industry knowledge
- Experience of operating Salesforce.com

To apply for this opportunity and develop your career within an industry-leading global brand, please send your CV and a cover letter and salary expectations [APPLY HERE](#)

About Informa:

Informa's Business Intelligence (BI) division provides specialist data, intelligence and insight to our customers, helping them make better decisions, gain competitive advantage and enhance return on investment.

BI has a valuable portfolio of digital subscription products, providing business critical intelligence to global, regional and niche communities within five core industry sectors: [Pharma & Healthcare](#); [Finance](#); [Telecoms, Media & Technology](#); [Maritime & Law](#) and [Agribusiness & Commodities](#).

Informa is committed to equal employment opportunity for all employees and applicants for employment without regard to age, color, creed, disability status, gender, national origin, race, religion, sexual orientation or veteran status, or any other legally protected status.

