

Client Relations Manager

Marketing Department

Summary:

We are looking for a strategic, detail and results-oriented Client Relations Manager to identify and pursue opportunities to expand key client relationships. This high visibility role works closely with senior lawyers, and collaboratively with the firm's global business development team, as well as other internal departments to support systematic programs and initiatives to leverage the highest value expansion efforts globally.

The position reports to the Senior Manager of Client Relations, based in New York.

Email Resume [Here](#) to Apply

Qualifications:

- Bachelor's degree required, ideally in business, marketing, communications, or related field. MBA a plus.
- Minimum of 5 years of experience in professional services marketing and business development. Demonstrated background of accomplishment in marketing and business development. Previous law firm experience is desirable.
- Substantive involvement in client targeting or business generation initiatives is preferred.
- Excellent interpersonal, written, and oral communications skills.
- Demonstrated leadership and initiative.
- Creative, value-added orientation.

Duties and Responsibilities:

Relationship Management Program

- Support relationship managers (RMs) to meet established benchmarks and implement industry best practices for key account management.
- Work with RMs to develop, execute, and benchmark against annual client plans to expand in strategic growth areas.
- Facilitate regular meetings between RMs, senior stakeholders, and key clients.
- Identify opportunities with individual clients and connect appropriate firm lawyers to pursue these opportunities.
- Evangelize use of marketing dashboards as a daily management tool to spot opportunities for collaboration and pursue objectives in annual plans.
- Collaborate with other Marketing & Business Development (BD) team members to assure coordinated approaches to RM clients with key firm initiatives.
- Analyze industry, client, legal, and market data to proactively identify potential client needs. Support RM-related initiatives, including client events, CLEs, and briefings.

Business Development & Marketing

- Project manage efforts around new business generation with existing and new clients.
- Proactively work with the BD team on pitches, RFPs, and RFIs including relationship overviews, applicable successes, and experience lists.
- Conduct preparatory sessions with attorneys prior to client meetings. Track win/loss record.

Qualifications (Continued):

- Proven ability to work effectively and collaboratively and to provide high-quality work product while managing tight deadlines and competing priorities.
- Advanced knowledge of Excel, PowerPoint, and Word. Experience with Salesforce is a plus.

Duties and Responsibilities(Continued):

- Create compelling pitch materials, including by managing contributions of junior members of the client relations team.
- Leverage firm's Market Research team to analyze market opportunities and to assist attorneys/groups in preparation for client meetings.
- Teach junior client relations team members the correct protocols for organizing and maintaining RM and key client plans, notes, emails, and details in Salesforce. Monitor compliance.
- Other responsibilities as assigned and required. Timely and regular attendance.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt

Reports To: Senior Manager of Client Relations

Workplace Type: Hybrid

Salary range is \$153,000- \$225,000.

Candidates hired for staff positions with a minimum work schedule of 30 hours per week are eligible for a comprehensive benefits package, including healthcare insurance. Learn more about benefits at Covington.

<https://www.cov.com/en/careers/staff/benefits>

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