



POSITION DESCRIPTION

TITLE: Client Services Manager

DEPT: Business Development

FLSA: Full Time

DATE: April 12, 2021

REPORTS TO: CEO

SALARY GRADE: Exempt

WHO IS RAVING: Raving is the most experienced full-service resource for the gaming & hospitality industry. Raving produces numerous educational conferences and publications including the aforementioned Indian Gaming National Marketing Conference. The company partners with casinos and gaming companies worldwide to strategically improve overall operations and profitability.

OUR PHILOSOPHY: As a native-owned business and thought leader in Indian Gaming, we strive to enrich lives of those we work with by being future focused and innovative. Through sharing our experience, we strive to educate our partners to become better operators, leaders, and community members. At Raving we believe in the potential of others and that building sustainable relationships makes us all better. We refuse to take ourselves too seriously.

POSITION OVERVIEW (*the basic function of the position*):

This position is responsible for growing sales and managing client business relationships with Raving.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the types of duties and knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Promote a progressive and fun workplace where respect, honesty, innovation, fearlessness, candor, trustworthiness, knowledge, integrity learning, loyalty, synergy and giving are center stage.
- Promote a clean, safe, and healthy work environment for our team and clients who will report safety issues to their supervisor immediately.
- Ability to maintain effective working relationships with team, partners and clients and the public.
- Represent Raving professionally and positively on the telephone and in person.
- Main Duties/Responsibilities:
 - Maintain and create consultant calendar online
 - Works with consultants to create job scope and pricing
 - Manages projects as implemented to ensure project is completed as promised
 - Responsible maintaining sales tracking and reporting
 - Responsible for identifying services improvement opportunities and remain current with client and industry trends
 - Participate and actively seek prospect/sales opportunities in all appropriate industry conferences
 - Responsible for managing existing prospects, active proposals, signed engagements and follow-up procedures
 - Responsible for creating custom proposals and quotes
 - Responsible for meeting or exceeding business goals and projections
 - Works tradeshow booths and other marketing functions as assigned
 - Other duties as assigned

SERVICE STANDARDS:

Must be able to incorporate Raving Service Strategy into daily operations by demonstrating the following standards while performing the requirements of the job:

- Smile & Greet
- Name & Meet
- Listen & Act
- Make Their Day
- Ask & Sell
- Thank You & Goodbye

LANGUAGE SKILLS

Read and interpret documents such as contracts, procedure manuals. Skill in effectively, communicating information through verbal and written correspondence to managers, clients, customers, and the general public, including writing reports, articles, business correspondence and procedural manuals.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

To apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving a few concrete variables in standardized situations. Skills in solving practical problems and dealing with situations where only limited standardization exists. Ability to analyze and solve complex management problems having nonstandard solutions. Skill in identifying and resolving administrative problems under pressure conditions. Skills in assessing operation, program, staffing and fiscal needs.

AUTHORITY & RESTRICTIONS (*supervisory capacity, signatory ability, access to sensitive areas, gaming /tipping restrictions*)

- This position does not have supervisory responsibility.
- Maintain confidentiality and discretion in all areas; including the dissemination of trade secrets, planning and promotional procedures, and customer information files.
- Access to sensitive client information and computer processes.
- Able to obtain a gaming vendor license if required.
- All team members are prohibited from participating in promotional awards, giveaways, drawings, tournaments or special events, except those specified.

POSITION REQUIREMENTS (*objective educational or technical training required; skills; and years of experience*):

- BS Degree plus at least (3) years of professional relationship-based sales experience; or at least (5) years of equivalent experience in relationship-based sales.
- Experience in gaming and hospitality preferred
- Experience managing sales leads through formal CRM software a plus.
- Strong organizational and listening skills
- Ability to manage multiple projects and meet deadlines
- Formal training in sales and negotiation techniques a plus.
- Ability to create custom teams/solutions per client as required
- Computer experience, including all Windows applications, power point and CRM sales software
- Self-motivated, persistent and strong interpersonal skills preferred
- Must have valid driver's license.
- Must be 21 years of age.
- Must be able to pass and remain in compliance with a Tribal Gaming background check and drug free work place policies
- Ability to work weekends, holidays and evening hours and travel as business requires

PHYSICAL DEMANDS/WORK ENVIRONMENT *(the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions):*

While performing duties of this position, employee is required to stand for extended periods, and frequently walk, and use hands to; finger, handle, or feel objects, tools, or controls. Occasionally sit. Must be able to lift 20 pounds with occasional lifting of more than 35 pounds, assisted. Ability to manage stress appropriately, make decisions under pressure, manage anger, fear, hostility and violence of others appropriately. The position requires the ability to process information using computer methods and technology, at times for more than 50% of the work time.

TRAVEL REQUIREMENTS

Local and out of state travel is required. Typical travel time is generally a maximum of one week per trip.

TRIBAL PREFERENCE

“Tribal preference is given in compliance with the Indian Self-Determination and Education Assistance Act (25 U.S.C Section 450 e (B))”

This description of duties, responsibilities and requirements is a summary, and is not intended to include all that may be assigned or required. I hereby acknowledge I have read and understand the above presented position description. I am in receipt of our employment guidebook and understand my obligation to read and understand its contents:

Employee Name (Please Print)

Employee Signature	Date
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Manager	Date
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