



Confidential Search

Title: Relationship Manager

Position Type: Direct Hire

Location: Chicago

Salary: Based on experience

Position Description:

The Member Relations Manager to builds, strengthens, and maintains firm relationships with 100+ members. Serving as the central liaison, the Member Relations Manager holds primary responsibility for providing customized, high-quality member guidance. This position reports directly to the Managing Director of membership team.

Specific responsibilities:

-Execute activities associated with orienting new family office members to include conducting new member orientation calls or meetings to identify specific interests, needs and priorities; educating new members on effective utilization of member services and benefits; and developing member specific plans to ensure exceptional member interaction and experience.

-Steward on-going member servicing, for existing members, through periodic client communication, coordination of member services delivery, and monitoring of member utilization and engagement, benchmarking, webinars, and member networking activities.

-Successfully manage and execute the on-going membership renewal process through the attainment of quarterly and annual renewal targets and revenue goals.

Requirements Needed to be Considered/Actual Experience Required:

Bachelor's degree in finance, accounting, or general business required with a combined five to seven years of work experience with three years plus in a client management role

Excellent presentation, writing, and negotiation skills, ability to initiate and deliver logical, persuasive discussions

Superior process and time management skills and strong attention to detail
Strong interpersonal skills, able to build rapport and credibility quickly with senior-level professionals and members

If you feel you meet the skills and requirements listed, we'd love to speak with you about this opportunity. Please call our office at 847-998-9300 today.