

JOB VACANCIES – October 2022

Location: Ipswich, Suffolk, UK

Client Manager – Refit & Repair

Located on the River Orwell, Fox's Marina & Boatyard is one of the UK's leading yacht refit and repair centres uniquely positioned to offer a complete range of marine services.

We are proud of our highly knowledgeable staff team, most of whom have worked for the company for many years. With the boatyard at its busiest ever we are looking for a Client Manager to join the Fox's team at this exciting time.

The Client Manager will be responsible for managing communication and organisational aspects of yacht refit and repair projects, liaising effectively with customers and Fox's production departments, to ensure projects run smoothly.

Key responsibilities and tasks:

- Customer relationship building - maintaining a clear channel of communication throughout project.
 - Estimating and upselling where possible.
 - Coordination of internal resources and external subcontractors.
 - Liaison with Production Manager to develop project plans and timelines whilst ensuring technical feasibility and quality.
 - Ensuring projects are delivered on-time and within budget.
 - Problem solving – resolving issues as they arise, escalating to management when required.
 - Comprehensive project documentation.
 - Assistance with the handover of projects to clients, coordination of warranty and final invoicing.
 - Development of own specialised skills and assisting with staff training when required.
 - Taking a proactive role in the management team
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Requirements:

- Proven experience in the marine industry.
- A passion for boats with the ability to handle vessels of different types and sizes.
- Solid technical background of yacht building refit and repair.
- Excellent client facing and internal communication skills – written and verbal.
- Solid organisational skills with the ability to multi-task.
- Strong knowledge of Microsoft Office.

Normal hours of work 09.00 to 17.00 - with flexibility.

Remuneration details and further information upon application.

Please apply in writing with your CV detailing relevant experience and qualifications, to:

Fox's Marina & Boatyard
Ipswich
Suffolk
IP2 8SA
Email: foxs@foxsmarina.com