

## **Client Relationship Manager**

Permanent, Full-time

### **Office Location**

Montreal, Quebec, Canada

### **Work Location**

Montreal

### **Job Description**

The Client Relationship Manager (CRM) is the lead project manager for ACASS's aircraft under management serving as a primary point of contact for aircraft owners/principals and their representatives, as well as a liaison with internal teams to ensure customer satisfaction and effective account oversight. Key responsibilities include coordinating new aircraft onboarding into ACASS's fleet, overseeing the overall operation of the aircraft, client relations, and coordinating the exit of aircraft from ACASS's managed fleet.

### **Responsibilities**

- Serve as the primary point of contact for aircraft management clients, ensuring an exceptional customer experience throughout the relationship.
- Lead the onboarding and Entry Into Service (EIS) process for new aircraft management clients, coordinating all project activities from contract execution through operational launch.
- Develop and manage comprehensive project plans, timelines, and implementation checklists to ensure successful aircraft onboarding and operational readiness.
- Coordinate cross-functional teams including Flight Operations, Maintenance, Flight Crew Staffing, Compliance, Accounting, and Aircraft Management to deliver seamless client service.
- Establish and maintain strong client relationships through proactive communication, regular account reviews, and ongoing support.
- Monitor project milestones, operational performance, and client satisfaction, ensuring issues are resolved efficiently and effectively.
- Communicate client requirements and expectations to internal stakeholders, ensuring alignment and successful execution of services.
- Collaborate with Maintenance and Flight Operations teams to support maintenance planning, crew recruitment, training, and operational readiness initiatives.
- Review operational reports, identify areas of concern, and coordinate corrective

- actions with internal teams as required.
- Lead client meetings, provide regular status updates, and ensure transparency throughout onboarding and ongoing account management activities.
- Facilitate annual account reviews, including operational performance, maintenance planning, financial reviews, and charter activity assessments.
- Coordinate aircraft transitions, replacements, and management agreement terminations, ensuring smooth handovers and continuity of service.
- Identify opportunities to enhance client experience, improve processes, and strengthen service delivery across all managed accounts.

## Qualifications

- A capable, poised, and articulate relationship builder skilled at engaging with and relating well to multiple personalities and cultures.
- Exceptional organizational and administrative skills with strong attention to detail.
- Strong negotiation, and mediation skills.
- Solution oriented with a track record of problem-solving.
- Client focused with the ability to act as an advocate for aircraft owners.
- Confident communicator and effective listener comfortable interacting with management and HNWI.
- Flexible and able to effectively manage varying demands and priorities.
- Strong people management skills and high emotional intelligence.
- Ability to handle stress and thrive in a fast-paced changing environment.
- Ability to interpret and understand regulatory and technical documents.
- Exceptional verbal and written communication skills in English (and preferably French).

## Experience

- 10+ years in a client-facing role, managing relationships with HNWIs in private aviation, private banking, yacht management, luxury brands or luxury hospitality.
- Minimum 3 years experience managing international client relationships.)

## Education

Bachelor's (preferred)

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## Company Overview

ACASS is a leading worldwide provider of business aviation support services, including aircraft sales and acquisitions, flight crew staffing, charter, and aircraft management, with air operator certificates for Canada, Ireland, and the Republic of San Marino.