

Copper Storage Management

Job Description

Job Title: Client Relations Specialist

Reports To: Client Relations Lead

FLSA: Exempt

Updated: 2/9/2026

Summary

Serves as the primary strategic liaison between Copper Storage Management (CSM) clients and internal departments. Responsible for overseeing assigned client portfolios by coordinating cross-functional execution, translating operational data into actionable insights, and ensuring consistent communication and alignment with company standards. Leads monthly client meetings, monitors facility performance, and supports lifecycle management from onboarding through ongoing operations. Performs special projects and additional duties as assigned by the Director of Operations or Client Relations Lead.

Duties and Responsibilities

- Serve as the primary point of contact for assigned Clients and their facility portfolios.
- Lead and facilitate Client performance meetings at least monthly, ensuring clear communication of performance metrics, strategic initiatives, and action items.
- Analyze operational and financial data across company platforms and departments to deliver clear performance updates and strategic recommendations.
- Monitor facility performance metrics and identify trends, risks, and opportunities.
- Coordinate cross-functional collaboration between internal departments to support Client success.

- Track and escalate accountability for internal deliverables related to assigned facilities.
- Maintain strong professional relationships with Clients, Facilities, and internal stakeholders.
- Support onboarding, operational lifecycle milestones, and offboarding processes as required.
- Coordinate approved CapEx and maintenance initiatives across internal teams.
- Participate in weekly, monthly, and quarterly operational meetings.
- Communicate risks, issues, and operational concerns proactively.
- Meet or exceed established deadlines and performance expectations.
- Utilize company platforms and tools to support reporting, analysis, and accountability tracking.
- Support onboarding and ongoing development of new Client Relations team members through mentorship, process guidance, and knowledge sharing aligned with company standards.
- Perform additional duties as assigned.

Qualifications

Successful performance requires the ability to fulfill essential responsibilities in a fast-paced, collaborative environment.

Computer Skills

Working knowledge of:

- Microsoft Word and Excel
- storEDGE
- Monday.com
- Paychex
- Additional platforms as introduced by the company

Education/Experience

High school diploma or GED required; five (5) years of related experience and/or training, or an equivalent combination of education and experience in customer service and self-storage operations.

Knowledge, Skills, and Abilities

- Excellent written and verbal communication
- Client portfolio management
- Delivery of Platinum-level customer service
- Cross-functional collaboration
- Strong organizational and time management skills
- Detail-oriented with high accuracy
- Servant leadership mindset
- Conflict resolution skills
- Solution-focused problem solving
- Ability to work independently and take initiative