



Job Description: Client Success Manager

Location: Kirkland, WA

Founded in 2006 and based in Kirkland, Washington, Simplicity Consulting is the premiere, on-demand Enterprise Marketing Services Consultancy for today's changing workplace. We offer clients access to thousands of consultants in these primary areas: *Digital Marketing, Partner & Channel Marketing, Business Analytics, Communications & Content, and Project & Program Management*. Our Simplicity Talent Managers partner with our clients to understand their needs and craft solutions that operationalize marketing to grow their business. As companies strive to transform their business with digital speed, scale, and value, we partner with our clients to execute strategies to make an impact. Our purpose is to help everyone thrive in the new world of work, and for more than five years, Simplicity has been named to the Inc. 5000 list as one of the fastest-growing private companies in America. www.simplicityci.com

The **Client Success Manager** is passionate about client and consultant success and loves growing, building and cultivating relationships. The ideal candidates approach is consultative selling through relationship development, client satisfaction, and identifying, growing and closing new business opportunities. The CSM is responsible for evangelizing Simplicity's unique approach, developing high-trust relationships with clients, measured through revenue growth with new and existing accounts, retention and relationship health.

Key Responsibilities & Outcomes

- Build, manage, qualify, and maintain a database of clients and prospects that is aligned to the business opportunity in the market to exceed revenue goals
- Manage the sales pipeline and accurately forecast to meet revenue attainment goals
- Establish, maintain and grow broad and deep relationships within each customer account
- Provide clients, new and existing, with business insight and value in every conversation helping them to identify their business needs, identifying what their business gaps are and promoting Simplicity's solutions, services and expert talent to address the needs
- Uncover new opportunities through analysis, inquisitiveness and a deep understanding of customer's business including initiatives and drivers and aligning those to solutions
- Proactively look for ways to leverage existing relationships and demonstrate knowledge of the client's business to develop and/or be referred for new relationships with other departments/groups with a need for our services
- Provide excellent customer service, troubleshooting issues, and ensuring that relationships are sustained and nurtured
- Ability to be on-site, visible, and accessible with the client
- Identify and pursue growth opportunities with existing and new clients and create proposals for managed team/talent solutions
- Create and effectively execute account growth plans and strategies for each target account including business and sales planning, forecasting and providing accurate and timely reporting, forecasts, and metrics tracking as required to support the business
- Partner with the Talent team to identify the best consultants for your client's business needs and talk with the consultants to understand if their expertise and motivations are a cultural fit for your client

- Prepare quarterly business reviews; proposing creative solutions to the Client such that critical success issues and opportunities are addressed and communicated on a proactive basis.
- Utilize activity/dashboard reports (CRM) to identify potential opportunities or issues within existing relationships.

Required capabilities:

- 3-5 years of client services, sales, business development and account management experience in a sales organization
- Customer relationship management experience in professional services, consulting or marketing and sales agency
- Knowledgeable and comfortable with how corporate sales and marketing organizations work and how to talk to experienced professionals
- Ability and desire to communicate and negotiate effectively with clients in marketing and sales
- Passionate about client success and proven track record of effectiveness with executives
- Strong verbal and written communication skills and comfortable presenting to a large group
- Highly motivated, self-starter and creative problem solver with exceptional follow through skills
- Critical thinking skills (e.g., the ability to conceptual frame problems and identify creative solutions)
- Competent in the MS Office Suite of programs (Outlook, PPT, Excel, Word) and previous experience with a CRM
- Ability to drive to client locations for meetings
- Ability to manage and achieve your own weekly/monthly metrics
- Bachelor's Degree; business, marketing or related is preferred

Physical Requirements:

- Requires sitting for extended periods of time at a computer, keying and reading content.
- Will be required to stand, reach, bend, twist, squat, and move about freely in an office environment. May need to be able to lift up to 25 lbs.
- Able to use office equipment such as phone, copier, printer, etc.