

**Job Title:** Client Success Manager – Strategic Accounts

**Location:** Kirkland, WA

### About this role

The Client Success Manager (CSM) for Strategic Accounts is passionate about client and consultant success and loves growing, building, and cultivating relationships. The ideal candidate's approach is consultative through relationship development, client satisfaction, and growing new opportunities. The CSM is responsible for developing trusted relationships with clients and consultants, and success is measured on business retention, relationship health, and revenue growth.

### Responsibilities

- Close-win net new project opportunities in order to achieve sales and gross margin revenue targets on a quarterly basis
  - Educate clients on Simplicity's "alternative and un-agency approach" (vs. temp/freelance, or recruiting/staffing)
  - Help clients identify needs and gaps, promoting Simplicity's deliverable based, talent model to address those needs
  - Once the opportunity is identified, the CSM for strategic accounts is responsible for taking a consultative approach with the client, to deliver the best solution in talent, scope and negotiate the contract, and ensure there are success metrics for every project
  - CSM will partner with the TM for strategic accounts to match up the best consultant(s) for the client's business needs
- Maintain existing book of business across several key accounts including, Amazon/AWS, Expedia, T-Mobile, SAP Concur, Tableau/Salesforce, Providence, and new accounts/TBC
  - Provide excellent customer service and ensure that relationships are sustained and nurtured
  - Establish and maintain trusted relationships with Simplicity's active consultants
  - Escalation management for both client and consultants
  - Manage contract renewal process
- Day to day relationship and project management
  - Develop a thorough understanding of each client's business goals
  - Provide clients with business value and insights in every conversation
  - Arrange and participate in quarterly business reviews with clients
  - Manage consultant performance, assist with training and development, collect and communicate recognition and status reports/metrics
- CRM and data integrity
  - Responsible for managing the project lifecycle as it pertains to entering in project details into the CRM
  - Updating project details, financials, and start/end dates, including details specific to the consultants' profiles
  - Enter in notes (daily) based on project check-ins both with clients and consultants
- Analysis and reporting
  - Utilize activity/dashboard reports (CRM) to identify potential opportunities or issues within existing relationships

### Qualifications

- 5+ years of experience in client service, account management and/or business development
- Customer relationship management experience in professional services, consulting or marketing and sales agency

- Experience working at or with a recruiting organization and/or with a marketing or communication 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
- 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)
- Ability to manage and achieve your own weekly/monthly metrics
- High level of emotional intelligence
- Strong, clear communication style; ability to adjust to the communication style between client and consultant
- Experience working effectively across multiple teams
- Experience or interest in either coaching/mentoring
- Team player – A willingness to jump in and help when it comes to anything related to client/consultant needs. No task is too small

### **About Simplicity**

From strategy to execution, [Simplicity Consulting](#) is the preferred marketing and business consultancy for the new world of work. We help companies accelerate growth, add a fresh perspective, and increase capacity—at the speed of business—with access to our curated community of marketing, communications, and business operations experts.

Simplicity is a five-time Inc. 5000 honoree as one of the fastest-growing private companies in America and has been recognized as one of Washington’s largest women-owned companies by Puget Sound Business Journal. Female-founded and -run, we’re committed to helping everyone thrive in today’s workplace.

### **Equal opportunity employer**

Simplicity is committed to creating a diverse, inclusive, and supportive environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, age, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status.

### **Benefits**

- Health: Medical (HSA or PPO) and Vision
- Voluntary Insurances: Dental, Disability, Life, and AD&D
- 401K with employer match
- Unlimited PTO
- Paid holidays

### **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
- Ability to lift 25 lbs
- Able to use office equipment such as phone, copier, printer, etc.