

<p><b>PRIMARY PURPOSE</b></p>	<p>The Client Success Manager supports the mission, values and goals of the company by partnering with ClearRock's talent consultants (business development team) to exceed client expectations, expand client engagement rates across all practice areas, and ensure strong client retention annually. The focus of this job is making connections with people, motivating and inspiring them to achieve results.</p>
<p><b>LOCATION</b></p>	<p>Work from home. Must be able to attend team meetings in Burlington, Newton and Waltham. Occasional travel required predominately around Boston Metro area.</p>
<p><b>REPORTS TO</b></p>	<p>President</p>
<p><b>RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Support pre- and post- sales activities across three practice areas: Talent Selection/Alignment (leveraging the Predictive Index), Leadership Development/ Executive Coaching and Career Transition/Outplacement.</li> <li>• Act as a liaison between sales and delivery team to ensure flawless execution of client/candidate interactions, including management of client projects.</li> <li>• Develop presentations and proposals and prepare various deliverables for clients, including progress reports and business reviews.</li> <li>• Acts as primary point of contact for day to day client requests/questions including coaching/outplacement needs, helping individuals in job transition get connected to services, performing early stage software demos of the Predictive Index suite, client onboarding, subscription and renewal management.</li> <li>• Collaborate with Talent Consultants (business developers) to identify prospect and account growth opportunities and implement plans to ensure that cross-selling goals are achieved.</li> <li>• Keep detailed records on prospect and client activity in HubSpot CRM to ensure seamless interaction between sales and account management.</li> <li>• Participate in sales meetings and presentations as needed.</li> <li>• Develop subject-matter expertise on industry-specific business challenges and trends.</li> <li>• Collaborate with clients and internal stakeholders to continuously improve the client experience and retention.</li> <li>• Navigate in cross functional groups to establish best practices and develop service enhancements.</li> <li>• Act as daily point of contact for clients utilizing the PI software, addressing application of the software and troubleshooting and managing service issues.</li> <li>• Support at conferences, trade shows, speaking engagements as needed.</li> </ul>
<p><b>QUALIFICATIONS, SKILLS AND EXPERIENCE</b></p>	<ul style="list-style-type: none"> <li>• 4-7 years of client facing experience, sales, account management and/or HR experience.</li> <li>• Professional, engaging communication style that is authentic and confident.</li> <li>• Demonstrates a sincere appreciation for people and how they are uniquely motivated.</li> <li>• Active listener with strong written and verbal communication skills.</li> <li>• Proactive and self-directed when it comes to solving problems.</li> <li>• Comfortable and savvy with online systems/portals.</li> <li>• Strong customer-focused orientation.</li> <li>• Acts with integrity and can work effectively alone and with a team.</li> <li>• Excellent follow through and accuracy with details of internal and external communications.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to manage multiple projects/tasks simultaneously and prioritize efficiently.</li> <li>• Strong presentation skills with ability influence at all levels.</li> <li>• Exercises good judgement in decision-making.</li> <li>• Thrives in dynamic and fast paced environment.</li> <li>• Easy to work with and a motivated team player with “how can I help” attitude.</li> <li>• Experience with CRMs (HubSpot preferred), Outlook 365, Microsoft</li> <li>• Prior experience working remotely is a plus.</li> <li>• Predictive Index experience preferred.</li> </ul>
<p><b>Compensation</b></p>	<ul style="list-style-type: none"> <li>• Base: 80-85K</li> <li>• Bonus target: 10%</li> <li>• Matching 401K plan</li> <li>• Healthcare benefits fee covered 100% for individual</li> <li>• Flexible vacation policy</li> </ul>
<p><b>About ClearRock</b></p>	<p>ClearRock is a true partner in addressing the complex needs of businesses and individuals throughout all phases of the employment lifecycle: selection, leadership development and transition. ClearRock’s clients are among the most respected and progressive firms in their approach to talent management and come from a variety of sectors including life sciences, higher education, healthcare, financial services and technology. We believe in the power of human connection and the growth that results from building and fostering authentic relationships with our clients.</p> <p>ClearRock is a small, woman-owned consulting firm and certified as a WBE (Woman Business Enterprise) through the Supplier Diversity Office in the Commonwealth of Massachusetts. Our nimble business model positions us to tailor our approach and deliver innovative, high-quality services globally. We have a high repeat business ratio and are known for delivering a consistently positive experience.</p> <p>Our values: We care. We are here to help. We are easy to work with. We get results.</p> <p>ClearRock is an inclusive environment seeking to increase the diversity of our team.</p> <p>Please email resumes to <a href="mailto:resumes@clearrock.com">resumes@clearrock.com</a></p>