

## SalesEvolve is growing again!

We are currently looking for a **Customer Success Manager** for a 14-month contract with the possibility of a permanent position.

At a high level, you will be responsible for the success of all managed services (a department in our company) projects. This position is considered to be the hub of daily activity for the Managed Services & Sales division of our company. Our managed services staff are responsible for representing our customers and delivering results, such as qualified opportunities and closed sales.

Reporting to the President, you will become an active member of the management team. This is an intermediate management role – you will need to have some previous experience managing people and projects.

In this role, our ideal candidate is required to setup and support the daily management of customer projects. This includes communicating customer objectives to our sales staff, working with our team to ensure a high degree of service quality is delivered and functioning as the primary point-of-contact between SalesEvolve and our customers. Further, the candidate must be able to demonstrate the value of SalesEvolve's services to our clients and to introduce additional products and or services to our clients if that will be of value to them.

This is a high detail-oriented position requiring strong Microsoft Office and computer skills. You must be highly organized, able to manage a lot of data from various sources and to be able to work independently. Being able to read and understand written customer contracts is very important as you also need to proactively identify the best possible outcomes for any given project in context with what the customer hired our company to do.

Our clients ask for us to provide them the very best service in the market. If you have a passion for customer service, project management, client and staff relations, organization and demonstrating value, we want to hear from you!

### **Responsibilities:**

- Fully understand the needs of any existing and new clients coming onboard.
- 'Own' the relationship with all managed services projects.
- Work very closely with our customers to ensure their success which includes planning, reviewing results and resolving challenges.
- Understand and actively use our CRM to manage data, run reports, track progress and provide insights.
- Manage & assign resources to customer projects.
- Schedule and conduct internal meetings related to customer projects.
- Ensure projects start well. Participate in kickoff meetings, schedule training, create templates and guides as required.

- Provide continuous monitoring of project progress and make 'course corrections' as necessary.
- Ensure staff are accurately logging their time in the CRM including all required details of work performed.
- Manage, create and/or update internal documentation related to delivering customer projects.
- Conduct staff training on new projects & review team communications.
- Schedule and conduct recurring meetings with the client to review project progress.
- Provide quality control on projects, reports, communications, etc.
- Ensure all reporting is accurate and complete.
- Assess scheduling needs and communicate to Director of Managed Services.
- Routinely involve company subject matter experts to maximize customer success.

### **Assets for this role**

- Excellent interpersonal skills and abilities to collaborate with clients and staff.
- Detail oriented, organized, process driven individual with strong time management skills.
- Strong communication and collaboration skills.
- Very strong with Microsoft office, e-mail, calendars, CRM, and general computer use.
- Creative & solution driven mindset.
- Experience managing multiple projects.
- A passion for continuous improvement.
- Minimum one year experience with Salesforce.com.

### **Company profile**

At SalesEvolve, our goal is a simple one. We help companies build sustainable growth. We are a business management and development company providing sales outsourcing, training, and consulting services. SalesEvolve is not a tele-marketing firm rather our team is comprised of Canadian sales professionals with proven track records of successful sales and are both friendly and likable, but also methodical and tenacious. Whether identifying areas of growth for our clients, delivering full sales services, or engaging in an opportunity generation campaign, we are always focused on growth and sustainability.