

Client Success Manager

About FutureWork Systems

We're a small but expanding technology company that provides business intelligence (BI) web application services in support of US Department of Labor initiatives. Our job is to provide our clients access to data in ways that can positively affect the lives of those they serve. For over 17 years we've accomplished this goal by providing our BI application services and technical assistance expertise in over 20 states, over 200 local workforce development boards, and US Department of Labor Regional and National Offices. See futureworksystems.com

What do we need?

The FutureWorks team is looking for a full-time **Client Success Manager** to be a central point of contact for company clients and product end-users. This important role ensures that FutureWorks continues to build and improve upon its long-standing reputation for delivering stellar client service and support for its suite of BI web-application services.

You will be a voice for clients and client end-users, a client-czar, managing client and company relations, providing valuable insight to the Sales and Marketing team, identifying Business Development opportunities and impacting Product Design and Development.

This is an exciting opportunity to join our team.

We pride ourselves on delivering quality software application services to the government sector while continually striving to exceed client expectations – every day. Solid growth is here. New clients and opportunities exist in the sector we serve and we are excited about the possibilities to come. We're continuing to build a fun and challenging company where growth and opportunity exist while at the same time continuing to recognize and fully support the importance and benefits of a healthy work/life balance.

What will you do?

- Build and manage relationships with FutureWorks clients and application end-users
- Achieve client and end-user satisfaction with FutureWorks application services by ensuring that they are meeting client and end-user needs.
- Provide and maintain training and support materials and services for end users of FutureWorks application services
- Collaborate with Marketing, Product, Growth, and Customer Success by providing customer feedback to create the best customer experience
- Contribute to Sales and Marketing team efforts by participating in the development and maintenance of sales/marketing, training and presentation materials, online and offline.
- Seek out and identify new business development opportunities for growth through client interactions and industry analysis

- Attend state and national conferences
- Play a supportive role to the Sales team by participating in Sales presentations
- Provide a client/end-user feedback loop to the FutureWorks Development team

What skills do you need?

- Minimum of 1 yr. experience with sales/marketing/customer service or related customer-facing experience
- BA degree or demonstrably equivalent life experience
- Comfortable conducting presentations/meetings online or in person
- Experience in software or other technology related field a plus. (Software as a Service (SaaS) *a plus*)
- Exceptional written and verbal communication skills
- Ability to multi-task, work independently, manage time effectively and enjoy being a part of a team
- Exhibit entrepreneurial and self-motivational qualities
- Ability to work in virtual environment
- Express passion about creating and supporting a high-quality customer experience
- Experience with MS Office applications; Experience with Adobe products *a plus*
- Have a sense of humor.

Benefits

1. Competitive Salary
2. Passionate teammates
3. Medical, Dental and Vision Insurance
4. 401K
5. Virtual Workplace – *flexible work environment*
6. The gear you need – for work that is...not base jumping!
7. Creativity and ownership of your work

Email cover letter and resume to info@futureworksystems.com and enter **Career Success Manager** in the subject line.