



Client Success Manager - Southeast

Who We Are

Advocate is an advisory and managed services company of IT business experts and data scientists dedicated to helping companies optimize their technology infrastructure. Utilizing marketplace intelligence, decision analytics, and acceleration capabilities, Advocate partners with its clients in innovative ways to save money, improve performance and deliver crucial insight to help them make the best possible decisions related to their technology investments. That's why we work, Smarter. Together.

Who You Are

A self-motivated 'farmer' who is passionate about creating a center of excellence around the client experience and ensures client relationship growth and retention. The most effective way to keep and grow our company and our client base is to make our clients as successful as possible in using our professional and managed services. Real Customer Success Management is a passion and comes from the heart. This role is about a solution to the core issues of customer portfolio development, retention and expansion – A Great Client Experience.

The Role

Client Success – When our Clients Succeed, We Succeed

The ultimate strategic goal of the Customer Success Team is sustainable corporate profitability and growth. Advocate's growth target is to achieve \$50M in revenue over the next 5 years. To achieve this goal, we must grow our strategic client base – 20 Strategic Accounts that each generate \$1.5M to \$2M in sustainable revenue.

The Client Success Manager key objectives and responsibilities include:

- Creating a Center of Excellence around the Client Experience.
- Ensuring Client Loyalty and Satisfaction.
- Revenue Retention and Growth

Key Traits

- Customer Focus – Relationship Building
- Business Acumen
- Results Oriented
- Problem Solving
- Systems Thinking



Key Accountabilities

- Own overall relationship with assigned clients to increase service adoption and ensure retention and satisfaction.
- Establish a trusted/strategic advisory relationship with each assigned client; drive and message continued value of Advocate's Services by collaborating and adhering to the client's timeline and key performance metrics that aid the client in achieving their goals.
- Work to identify and develop up sell opportunities.
- Own client communications and account escalations across Advocate portfolio by having strong working knowledge of all account activity and deliverables to further increase the quality of Advocate's service delivery.
- Develop, prepare and nurture client satisfaction and referral sponsorship.
- Establish a strategic account plan for Advocate business growth aligned with the client's success.
- Retention and Growth of Advocate Revenue with an introductory quota that is achievable with support and coaching.
- Provide accurate and timely sales process and forecasting information to management via Salesforce.com, Microsoft Teams, email, phone, etc. as appropriate

Qualifications

- 5 to 8 years of successful account management and selling experience in a technical consulting and/or services environment with IT, finance, and procurement executives as the key contacts.
- Proven ability to drive continuous results / value that meet or exceed client expectations.
- Domain knowledge of or experience in selling or delivering IT Services Consulting and Lifecycle (governance, inventory and financial) Management to Mid - Large Global Enterprise Clients.
- Exposure leading to general knowledge of connectivity and infrastructure services technologies, providers, and industry trends to include network, mobile, cloud, data center, SaaS, IaaS, and unified communication services including the related assessment, planning, and procurement processes.
- Familiarity working with clients of all sizes, ability to effectively communicate and build deep and wide client relationships.
- Excellent communication and presentations skills.
- Excellent skills with Microsoft Outlook and the Office application suite (MS Word, Excel, PowerPoint).
- Minimum 4-year college degree.
- Must provide Proof of Right to Work in the United States

Opportunities

- Join a company named to the Inc. 5000 list of Fastest Growing Companies for eleven consecutive years
- Named one of the Top 100 Workplaces by The Atlanta Journal-Constitution
- Work daily with Fortune 500 Clients
- Client facing position with the opportunity to make a direct impact



Benefits

- Competitive Base Salary; Incentive plan; and Sales Commissions
- Loyalty Pay for Service
- Medical/Dental/Vision/FSA Benefits
- Company Matching 401K
- Paid Time Off
- Company Funded Continuing Education and Training
- Community Service Projects (4 Per Year)
- Flexible Work Environment

How to apply; click on the link to apply at Advocate's website.

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=29440679-d847-41e4-b32c-797f44374111&cclid=19000101_000001&jobId=376754&source=CC2&lang=en_US