

Client Success Manager

DEPARTMENT:	Client Services
REPORTING TO:	VP, Client Services and Operations
JOB TYPE:	Full-time employee
LOCATION:	Salt Lake City, UT 84111, plus some travel
COMPENSATION:	Depending on experience
BENEFITS:	Health, vision, and dental insurance, 401(k), holiday, vacation, and sick leave

JOB DESCRIPTION:

A qualified candidate will demonstrate sensitivity toward others with particular attention to detail. They will advocate for the client throughout the lifecycle of the account in order to assure adoption of the software solution and success with integrating the product into their business practices. Success in this role will depend on an ability to manage relationships by responding to client needs and communicating them to the appropriate team. Above all, this person will be friendly and have a positive attitude with an open and creative approach to problem solving.

DUTIES AND RESPONSIBILITIES

- Conduct basic software training for new clients virtually and occasionally on-site
- Provide ongoing training for existing clients by appointment and through open office hours
- Produce custom materials for specific clients and maintain general documents
- Support clients to ensure they have the best possible experience and achieve desired results
- Identify issues and recommend solutions that include improving website design, utilizing new product features, and consulting on workflow and database management
- Assess problems to determine whether they are part of current functionality, bugs, oversights, training issues, or feature requests
- Assess billable and non-billable work to make recommendations for annual contract renewal
- Maintain client contact lists for targeted communications about new features, upgrades, and service interruptions

Promote open, respectful and effective communication and assisting the following teams:

Implementation - Providing documentation to the project manager and QA Testing

Support - Assessing and reporting client needs, problems and feature requests

Marketing - Giving feedback from clients and keeping apprised of new technology and UX/UI design

Development - Testing new products or enhancements based on client feedback

Sales - Preparing and/or providing demonstrations of the software for potential clients

SKILLS/EXPERIENCE AND COMPETENCIES

- Experience with volunteer programs and database management
- Relatable and affable personality
- Proficient in communication (both written and oral)
- Attention to detail
- Proactive in solving problems and executing projects
- Credentials or coursework in project management (or equivalent experience)
- Knowledge of SaaS products and ability to learn new software quickly
- Google Office, Wordpress, JIRA, Hubspot, Zoom, Smartsheet and/or ToggI
- Skilled in document design (PhotoShop, Illustrator, Visio and other image/editing tools)
- Basic understanding of HTML, CSS, Javascript, PHP and/or Angular

SECURITY ROLES AND RESPONSIBILITIES

All employees are required to adhere to Samaritan's security policies, as well as learn and maintain a high standard of information systems security hygiene. Employment is contingent upon a clean background check and drug test.

Samaritan is a small **software** firm located in Salt Lake City, Utah. We provide customized **volunteer** management solutions to a wide variety of clients in the government, non-profit, and corporate sectors. Samaritan is an equal opportunity employer.

