

<b>Job Title: Sr. Client Experience Manager</b>	<b>Family/Function:</b>
<b>FLSA Status (if applicable):</b>	<b>Career Level &amp; Comp Grade:</b>
<b>EEO CODE (if applicable):</b>	<b>Date Created/Updated: August 20/November 21 2024</b>
<b>Job Code:</b>	<b>Last Updated By: Christine Thompson</b>

**Job Summary:** As a Senior Client Experience Manager, you will champion client interests within the organization, ensuring a seamless and positive customer journey through expert advocacy and cross-functional collaboration. You will align resources, prioritize client needs, and enhance client engagement with Notified’s products and services to achieve their business objectives. Your role involves not only delivering exceptional client service but also mentoring team members and contributing to special projects. This position demands extensive client management experience, a strong customer-centric approach, and a commitment to adding value while adhering to company policies.

**Essential Responsibilities:**

This role involves managing customer engagement activities such as onboarding, product adoption, advocacy, and retention to ensure a positive client experience and long-term loyalty. Internally, you will lead cross-functional collaboration, mentor team members, and contribute to ad-hoc projects.

**Client Engagement:**

- **Client Relationship Management:** Serve as the primary contact between Notified and clients, fostering and maintaining strong, trust-based relationships. Utilize a deep understanding of our solutions to advocate for client interests, drive adoption, manage risks, identify upsell opportunities, and proactively engage clients to ensure loyalty and long-term success
- **Portfolio Management:** Manage a dedicated portfolio of high-revenue clients, delivering exceptional service and tailored solutions to maximize client satisfaction and retention
- **Communication:** Deliver timely technical updates to clients, ensuring consistent and clear communication throughout the resolution process, and documenting all interactions
- **Retention Strategy:** Create strategies to minimize client churn, retain clients, and enhance Net Revenue Retention (NRR)
- **Opportunity Identification:** Assess and recommend improvements to Customer Journeys based on satisfaction and feedback, while identifying business opportunities and challenges, proposing solutions, and assisting with their implementation
- **Data Analysis:** Analyze and monitor client data and performance metrics to assess client health, usage trends, and satisfaction levels. Collaborate with Account Managers to provide insights and recommendations, contributing to quarterly business reviews (QBRs) and enhancing client relationship

**Leadership and Product Expertise:**

- **Team Leadership:** Serve as a positive role model by actively mentoring and guiding team members. Foster a collaborative, high-performance environment through knowledge sharing, best practices, and proactive support in resolving complex issues, consistently demonstrating a positive, solutions-oriented attitude.
- **Deep Product Knowledge:** Develop and maintain a deep understanding of Notified's products and roadmap to provide expert service in IR and PR, while training customers on features and best practices, and analyzing adoption and usage trends

- **Industry Awareness:** Stay informed on industry trends and best practices to deliver impactful IR and PR services

#### **Interdepartmental Engagement and Strategic Initiatives:**

- **Internal Collaboration:** Facilitate and lead cross-functional meetings with internal stakeholders to strategize and implement initiatives that enhance customer satisfaction and foster collaboration across departments
- **Relationship Building:** Cultivate strong connections with internal partners and stakeholders to effectively meet client needs, ensuring seamless service delivery and enhanced client satisfaction
- **Special Projects:** Take an active role in special projects and initiatives related to corporate strategy and customer engagement

#### **Minimum Qualifications:**

##### **Education:**

- Bachelor's degree from an accredited college or university with major course work in business administration, communication, project management or a related field required. Equivalent work experience in a similar position may be substituted for educational requirements.

##### **Experience and Skills:**

- Minimum 5 years in Customer Service, Account manager, Client Success or similar role with demonstrated record of success required.
- Demonstrated mentorship and coaching within the current team, providing valuable assistance and support to peers and/or leaders.
- Knows how to listen to a client's needs and address them appropriately, manage client expectations and communicate information properly.
- Skilled communicator with their clients and their own team members through written and verbal means.
- Proficient in both the IR and PR functions of the business, capable of effectively managing client requests across both domains.
- Demonstrates a solution-oriented approach to addressing customer and team member challenges while effectively communicating the benefits of change.
- Comfortable training & interacting with clients at all levels of an organization remotely or in-person.
- Strong prioritization, organizational and time management skills.
- Strong Microsoft Office and Office 365 skills.
- Motivated, self-starter approach with prior experience working across multiple functions such as sales, service & operations, legal and finance to ensure client success.
- Prior experience with CRM systems.