

## JOB DESCRIPTION

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**Job Title:** Client Success Manager  
**Reports to:** Director of Client Success  
**FLSA Code:** Exempt Salaried  
**Location:** Corporate Office, Alpharetta, GA

### **Job/Position Summary:**

We are looking to hire a strategically minded, technically savvy, and experienced Client Success Manager who possesses a strong project management skillset and a demonstrated track record as the face of the organization supporting both large and mid-size enterprises.

As a Client Success Manager, you will be on the front line for customer onboarding, project execution, ongoing deployment, operational support and revenue growth and forecasting activities for an assigned book of existing customers. This includes a close partnership with our sales reps working to drive business growth and the profitability of our existing account base and operations teams ensuring flawless execution for our customers.

Responsibilities will include a broad range of tasks such as maintaining customer relationships, managing deployment projects & inventory management, building price quotes, onboarding new clients, and analyzing customer data to improve customer experience.

Successful candidates must be social, analytical, have a strong sense of urgency, possess an aptitude for learning new products and software, and be able to communicate clearly and effectively. The ideal Client Success Manager will proactively engage with customers, maximize value, and recognize opportunities to grow our customer base. You should also be able to provide insights on client-to-business interactions, improve customer experience through product and operational support, and handle customer requests and challenges in a timely fashion. Following processes and paying close attention to detail will be crucial for successful projects and customer account development.

### **Company Background:**

Mobility Consulting Group is a strategic sourcing VAR that helps the world's leading companies and government agencies to deliver mobile solutions. We make it easy for customers to acquire, provision, secure & manage all of their mobile devices; smartphones, tablets, laptops, connected devices, purpose-built, or consumer-grade.

### **Key Accountabilities/Essential Functions:**

#### **Principle Responsibilities**

- Be the single point of contact and face of MCG to our existing customer base
- Project manage deployments while collaborating with ecosystem partners (OEMs & Carriers)
- Assist sales reps with ongoing efforts to manage existing customer relationships.
- Collaborate with sales team to prepare accurate revenue forecasts and reporting.
- Gather pricing estimates and product information as requested.

- Conduct cadenced business reviews with customers to discuss current program, progress, sales and future opportunities.
- Monitor customer inventory levels and track orders/Pos to ensure deliverables are met within required timeline
- Work with multiple internal departments to ensure transactional SLAs are met. Respond to customer issues/concerns and coordinate escalation of issues with operations and leadership.
- Provide administrative support as needed.
- Ensure customer accounts/programs adhere to frameworks and all documentation is maintained appropriately for each project.
- Inform internal stakeholders about any changes with the current contract/account being requested and listening for opportunities for cross-sell and upsell.

### **Key Skills and Background:**

### **Experience and Education:**

- 3+ years of experience in program management or account management / post-sales support.
- 1-3 years of experience in information technology (IT), OEM sales/support, Managed Services, reseller services or carrier solutions.
- Proficient with Microsoft Office Suite: Outlook, Word, Excel, PowerPoint, and Teams.
- Experience with NetSuite is a plus.

### **Interpersonal Skills:**

- Ability to develop strong client relationships. Work involves extensive personal contact and frequent communication with others.
- Must have the ability to work well in a dynamic, high-growth environment where priorities may change quickly based on shifting business needs.
- Must be self-motivated and able to determine appropriate, specific activity and tasks based on high level objectives.
- Requires the ability to work independently with minimal supervision.
- Must possess exceptional communication skills, both verbal and written.
- Ability to plan, schedule and monitor multiple concurrent tasks to meet agreed deliverables and deadline.