

Client Success Manager

Applicants located within the **Nashville Metro Area and Remote** candidates are encouraged to apply.

What we are looking for in our team members:

- Highly motivated self-starters with an entrepreneurial mindset who are comfortable working in a client-facing business
- Detail-oriented leaders with an appreciation for visual aesthetics (Type A personality is a major plus!)
- Should be comfortable working in a small business environment
- Holds a high standard for their work, focuses on staying motivated, finishing tasks immediately and working until the job is done
- Comfortable working outside of an office and outside of a traditional 9 to 5 workday
- Solution-oriented with ability to troubleshoot in the moment

We are looking for a client-centric, enthusiastic, and highly motivated **Client Success Manager** to join our team. You will be responsible for supporting clients as they transition from sales prospects to active user. Oversee client loyalty, cultivating, building, and nurturing long-term client relationships.

Successful candidates will have a strong empathy for clients AND passion for revenue and growth. Be innovative, persuasive, creative, goals and results oriented, plus have a value-added mindset and easily adapts to change.

Client Success Manager Responsibilities:

The specific duties of an Client Success Manager include ensuring high levels of client satisfaction, leading to strong renewals and growth opportunities. You should be ready to mentor team members, increase quality of customer service and implement best practices across all levels.

You'll be trusted to help our company remain compliant, efficient and profitable during the course of business.

- Build relationships with clients, take ownership of issues until resolved, and maintain a positive, client-centric attitude. Provide proactive strategy with customer accounts.
- Become an expert in and educate clients on the use and benefits of our products and services.
- Establish clear retention goals and process milestones for client and team to work towards.
- Optimize existing processes within the company and actively enhance all Client Success initiatives.

- Collaborate with the CEO, Operations Manager, Employees, and Independent Contractors to ensure an exceptional client experience.
- Develop and share best practices with team members to continually improve the quality, effectiveness, and efficiency of our processes.
- Maintain revenue base by managing account retention and renewal.
- Drive revenue growth through increased product and service adoption.

Client Success Manager Requirements:

- 2+ years' experience in customer success, consulting, account management, sales, or related field
- Exceptional client management and communications skills
- Proven ability to maintain highly valuable and outcome-based relationships with a diverse client base
- Contract management
- Strong presentation, meeting facilitation, and written communications skills
- Experience with CRM tools
- Willingness to travel to client locations as needed

How to Apply

Please click this [LINK](#) to complete our application. Be sure to attach your resume and cover letter. Please also include a 3 minute video on the following topic: "Why you are the best Client Success Manager for the PLPI company?" Questions, please email us at info@parisloveproductivityinstitute.com

About the Paris Love Productivity Institute (PLPI)

We are a full service organizational and productivity firm. We help overextended professionals overcome the barriers that are keeping them dissatisfied, disorganized, and disoriented in their life, business or career. We help individuals do the things they always wanted to do but never get around to. We stand out from our competitors by getting to the 'root' of the problem. There is a reason why individuals can't manage their time or are consistently disorganized. We started the business to help individuals eliminate physical, emotional, and mental clutter.