



CallerReady, LLC

Client Success Manager

Company Description

Founded in 2010, headquartered in Pittsburgh, Pennsylvania

CALLERREADY IS THE GO-TO PLATFORM FOR MARKETERS LOOKING TO SCALE THEIR BUSINESSES WITH MOBILE CONVERSATIONS

Improve marketing profitability by connecting businesses with prospects faster and more efficiently. The CallerReady platform offers integrated and advanced phone call automation and dynamic call distribution technology that creates a virtual marketplace for businesses to handle their most valued leads (phone calls). Best in class reporting and attribution are a key part of the system which enables advertisement, campaign, and session level reporting information for marketing departments; as well as call center and agent performance reporting for sales organizations. Leading Agencies, Marketers, and Businesses leverage customized user roles to ensure the right data is displayed and stored securely.

Join us in the evolution of the premiere call marketing platform, we encourage your input and contribution to our success.

Job Description:

As a Client Success Manager, you are responsible for managing a portfolio of client relationships. Client Success Managers play a key role in establishing and meeting client expectations, monitoring client performance, and working to ensure CallerReady is helping our clients meet their business growth objectives. This involves communicating new product features, prioritizing activities, renewing contracts, upselling relevant services, providing financial projections, analyzing results, and working with counterparts across the organization. The Client Success Manager is the internal team lead and is responsible for staffing and developing capabilities of the internal teams, and ensuring team members work cohesively to scale and meet client needs across a portfolio of accounts.

Successful candidate will:

- Have a true passion and love for communicating with people and helping them grow their businesses
- Be great on the phone
- A quick study who enjoys a fast paced startup environment
- An energetic professional with outstanding listening, oral and written communication, and interpersonal skills, who is ready to join a dynamic team
- A startup utility player who gets energized from multi-tasking and tailoring solutions to meet client needs
- Be self-disciplined and able to stay organized and focused while juggling multiple priorities

Do these things interest you? You will:

- Manage client relationships and develop a deep understanding of their business and marketing objectives to develop call marketing strategies that deliver high impact results.
- Develop and lead presentations for clients, conduct quarterly business reviews, and action plans.
- Define platform feature and capability enhancements as product stakeholders on behalf of clients.
- Grow CallerReady client revenue and accurately forecast revenue growth, potential upside and risk, attain the upside and mitigate risk.

What we look for:

- Strong written and verbal communication skills. Enjoys talking with people over the phone and in person. Able to influence people through oral and written means.
- Ability to stay focused, analyze results, develop action plans, follow-up on them with many different clients over the course of a day.
- Ability to develop annual and quarterly plans and ensure successful execution of these plans across multiple clients.
- Deliver high quality service and results to clients while delivering against CallerReady financial expectations.
- Self-initiative and development - you are results focused and eager to enhance your skills to take your career to the next level.
- Critical thinking and problem solver – you are able to influence/develop/negotiate account strategies that incorporate call automation, Inbound and Outbound marketing
- Proven leadership, multi-tasking and coaching skills.
- Proficient knowledge of the office suite of software tools, including Windows, Word, Excel, and PowerPoint.
- 3 - 5 years of experience working in a marketing role, ideally digital performance marketing or direct marketing.
- Bachelor's Degree from a four year college or university. Master's Degree a plus.

When applying, please include your preferred salary structure and your most recent compensation.