

Client Manager

JOB DESCRIPTION

Reports To: Sr. Client Manager

Role: The role of the Client Manager is a critical part of our ongoing commitment to excellence in delivery of solutions to Shop Visible clients. The CM is an important point of contact and advocate for clients and is responsible for managing relationships as well as the ongoing satisfaction with the delivery of our software and services.

Primary Responsibilities:

- Establish strong, trust-based relationships with clients and other teams within ShopVisible
- Drive customer loyalty and retention through excellence in customer service and support
- Inform SV platform enhancements and service offerings by listening to client needs and deriving insights based on their needs and processes
- Identify and understand customer need, proactively provide solutions to avoid issues and accelerate clients' ability to achieve results
- Provide knowledge to our clients of the SV platform
- Work collaboratively with other departments, specifically with Client Services Managers to coordinate client interactions and resolutions to their needs
- Communicate effectively with our clients to resolve issues without escalation and insure client expectations are being met
- Identify and recommend client training and enhancement opportunities
- Maintain solid knowledge of the industry, including Search marketing, eCommerce, and online retailing trends and news

Skill Requirements:

- Understanding of .Net and SQL
- Broad understanding of eCommerce and Web based technology
- Willingness to learn a technical platform
- Ability to transfer and communicate technical information in simple, understandable terms
- Intuitive problem solving orientation and desire to 'figure out' problems
- Strong customer service experience or ability to navigate complex client organizations and personalities
- Ability and desire to learn, understand, and apply new technologies to resolve customer inquiry or issue
- Ability to elicit cooperation from a wide variety of sources, including upper management, clients and other departments

- Strong orientation to 'be the best' – strong work ethic, enthusiasm and desire for excellence required
- Excellent time management and organizational skills required
- Ability to negotiate and set personal priority and get work done within the timeframes established
- Flexibility to navigate ambiguity and effectively manage changing priorities

Compensation:

Compensation consisting of base salary and benefits package will commensurate with experience and competitive with comparable positions at eCommerce companies.

About ShopVisible:

ShopVisible is an on-demand ecommerce solution provider that delivers tools and services designed to streamline and advance retailers' online businesses. ShopVisible offers unified management of the entire ecommerce ecosystem, providing the flexibility and insight to meet even the most complex business needs. Its rapid development and deployment model ensures speed to market and constant innovation. ShopVisible merges all systems and processes into a single, intuitive interface allowing customers to focus on growing their business instead of wrestling with technology. For more information, visit www.shopvisible.com, or call (866) 493-7037.