

JOB POST: External	
Job title:	Client Success Director
Division:	Client Operations, US Based
Reporting to:	Head of Client Operations, US
Contract Type:	Permanent, full-time (flexible and part-time working considered)
Location:	Remote

Overview

At Talking Talent, for almost two decades, we've helped some of the world's biggest brands build inclusive, fair, and opportunity-filled work environments. We are a coaching and talent development company on a mission to inspire more equitable and inclusive work environments where no aspect of any individual's identity gets in their way.

As we continue to expand, we are seeking a highly motivated client success director with a strong background in project and account management to help accelerate our growth.

Role summary

The Client Success Director is responsible for delivering exceptional service and support to clients and other external stakeholders. Working as part of a dynamic team you will lead the implementation of client success strategies that drive the retention and satisfaction of clients. Reporting directly to the Head of Client Operations, you will be responsible for managing the smooth and successful execution of assigned projects including all aspects of project planning and broader account and relationship management.

Partnering with your counterpart in the sales team you will be tasked with monitoring the client stakeholder landscape and identifying opportunities for account expansion. This position requires an emotionally intelligent individual with strong business acumen who is skilled at managing account details and developing strategic relationships. The ideal candidate will have a proven track record of managing a large portfolio of clients with high retention and satisfaction metrics and experience working in a fast-paced client services environment.

What you'll be doing

- Partnering with the sales, client success and product teams to develop flawless project and delivery plans and lead the operational aspects of client delivery to ensure client retention and impact
- Managing multiple client relationships simultaneously and contributing to the expansion of our existing client accounts
- Driving tangible results including closed contracts, high customer retention, and successful client impact metrics year-over-year
- Supporting with the execution of strategic account plans and achievement of growth targets
- Maintaining strong relationships with clients by providing support, information and guidance and supporting them through every step of project execution
- Exhibiting and role modelling a customer-first approach throughout Talking Talent



Talking Talent

- Monitoring client stakeholder landscape and identifying opportunities for account expansion through cross sell and upsell opportunities
- Leading and mentoring more junior client success colleagues
- Capturing insight and data and partnering with sales to share this insight with client stakeholders
- Bringing to life the Talking Talent product set and point of view to client stakeholders

Must haves for the role:

- Proven experience managing a portfolio of 20+ clients
- 10 + years' experience working in an equivalent environment
- A background in project or account management preferably with a qualification in project management or a related field
- A passion for planning and organizing both projects and people and the relationship skills that help get the best out of people
- Exceptional communication skills and an ability to navigate across all organizational levels
- History of success/goal orientation and the ability to persevere when faced with challenges
- A quick thinker with the ability to process and understand complex information in order to make actionable, intelligent decisions
- Fluency in DEI and coaching methodology and the ability to bring to life the Talking Talent service offering and product suite
- A passion for the work we do and a strong interest in DEI industry trends, market dynamics, and customer behavior.

What we can offer:

We offer a range of benefits including:

- Salary range \$80,000 - \$97,500
- Discretionary annual bonus eligibility
- 401k with employer match
- 25 days PTO (FTE) in addition to 8 paid holidays
- Company closed between Christmas day and New Year's day
- 6 days sick leave (FTE)
- Flexible working
- Remote working
- Permanent, full-time (part-time working considered)
- Employee Assistance Program
- The opportunity to experience and contribute to the success of a fast-growing, PE backed organization

How to apply:

To apply for this role, please email careers@talking-talent.com including your resume and a thoughtfully written cover letter demonstrating how you meet our person specification.

Talking Talent is an Equal Opportunity Employer. We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, religion, sex, disability, sexual orientation, age, marital status, maternity and pregnancy and gender reassignment.

