



Sr. Client Success Manager – Job Description

Type: Full Time | Salary + Shared Commissions Program

Matrix Networks is actively seeking the perfect candidate to join our Client Success Team in a Senior Client Success Manager capacity. The ideal candidate will have a strong work ethic and be passionate about customer service and support, be an excellent communicator, and have a strong understanding of business technology. We have a great culture here at Matrix, one built on integrity, teamwork, seeking knowledge, and having fun - the right person will need to be a fit both professionally and culturally.

Responsibilities:

- Building relationships with Matrix Networks' Clients through regular check-ins and provision of resources
- Performing discovery on clients' usage of Matrix Networks technology services and uncovering ways to improve system usage, expand solution, or incorporate complimentary services
- Prepare proposals, secure resources, present solution to clients
- Leverage tools like HubSpot Marketing and ConnectWise CRM to manage client data, enter opportunities, and open service orders

Desired Skill Set and Best Personality Fit:

- A strong work ethic with the drive to grow as a professional
- A passion for technology –helping businesses be better with innovative solutions
- Strong written/verbal skills with experience using Microsoft Office
- A commitment to excellence and a desire to achieve more in life
- Possess a high level of comfort in handling intricate and lengthy sales processes while demonstrating proficiency in navigating B2B sales cycles.

Being an Employee of Matrix

- Competitive wage with group bonus program and full benefits
- Family-oriented organization with core values of Integrity, Teamwork, Seeking Knowledge and Having Fun
- Hybrid work environment (in-office to start, with later option to work-from-home on set days)
- Work hard - play hard!
- Opportunities for advancement with pay increases

If a healthy work-life-balance in a growing and rewarding industry sounds like a place you'd like to call home, we'd love to hear from you.

