



## **Client Success Manager (CSM)**

Our growing software technology firm is searching for a Client Success Manager (CSM) to gain, maintain, and strengthen customer relationships. The CSM will serve as a client advocate and liaison with RFMS.

### **Summary/ Objective**

The CSM is responsible for maintaining and strengthening customer relationships, growing sales, minimizing churn, and participation in implementing, onboarding and training clients. The CSM should manage the overall customer experience by acting as a client advocate and liaison with RFMS. CSMs are responsible for all clients and prospects within a specified geographic territory.

### **Territory**

California, Hawaii

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Serves as a liaison between RFMS clients and RFMS.
2. Engages with each RFMS client at least quarterly, including a minimum of 2 times per year face-to-face onsite visit.
3. Utilizes various prospecting techniques to introduce RFMS software products and services to potential clients.
4. Documents all client and prospect interaction in RFMS CMM daily.
5. Responsible for growing sales within specified territory to achieve monthly and annual territory budgets.
6. Attends and assists with new client implementations and onboarding.
7. Works tradeshow as requested.
8. Contributes to the unity, organization, and team atmosphere of the entire CSM team.

### **Competencies**

1. Customer Orientation.
2. Communication Proficiency.
3. Performance Management.
4. Accountability for Results.
5. Business Acumen.
6. Continuous Learning.
7. Initiative.
8. Organizational Skills.
9. Presentation Skills.
10. Proficient use of Microsoft Office Suite.

## **Essential Job Qualifications**

### **Required Education and Experience**

1. Bachelor's degree in Business related field or equivalent work experience.
2. Minimum 3 years of RFMS software experience.
3. Minimum 3 years of work in or exposure to a flooring company environment.

### **Preferred Education and Experience**

1. RFMS Measure experience.
2. Accounting experience.
3. Business-to-Business sales experience.

## **EEO Statement**

RFMS, Inc. is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

## **Our Company:**

RFMS is the leading provider of business management and estimating software solutions for the floor covering industry. RFMS provides software, training, consulting and implementation services to more than 2,000 clients based in North America for more than 30 years. Our corporate office is based in Tuscaloosa, Alabama and the company employs 80+ employees throughout the US. Our company is growing at a rapid pace with divisions in New Zealand and distribution in Europe.

General benefits of employment include BCBS insurance (health/dental), vision insurance, company paid life insurance, 401K matching, Flexible Spending Account (FSA), profit sharing, holidays and vacation.

[www.RFMS.com](http://www.RFMS.com)

Please apply by sending cover letter and resume to [careers@rfms.com](mailto:careers@rfms.com) or contacting the Director of Human Resources.

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