



Client Success Manager (CSM)

Remote • Full Time • Exempt

RFMS is seeing growth of over 30% and so to keep up with this demand, we are looking to add someone to our dynamic Sales team! This position has the opportunity for high potential earnings as well as the ability to travel and network within the flooring industry. This is the perfect job for those who are looking for a challenging yet rewarding job!

In this role, CSMs serve as a client advocate and liaison with RFMS. They are responsible for strengthening customer relationships, growing sales, and onboarding new clients. They will introduce RFMS software and modules to clients in order to ensure that our resources are being utilized to the fullest extent.

What we look for

Someone who is a strong communicator both verbally and written. A team player with RFMS experience who can provide high-level service and recommendations to our clients. Individuals who are self-motivated, competitive, and results driven will thrive in this environment.

To qualify, you must have

- Bachelor's degree in Business related field or equivalent work experience
- At least 3 years RFMS software experience and exposure within flooring company environment
- Ability to travel consistently

What working at RFMS offers

We offer the opportunity to develop new skills and progress your career within the software industry. In addition, we offer competitive benefits packages that consist of:

- Health Care Plan (Medical, Dental, Vision)
- 401k Plan (Traditional & Roth) – we match \$1 for \$1 on first 3% deferred and \$0.50 for each \$1 on next 2% deferred
- Company-Paid Life Insurance Policy
- Flexible Spending Accounts
- Paid Time Off
- Tuition Reimbursement Program
- Phantom Stock

About Us

RFMS is the leading software development company focused on providing modern-day technological solutions to the floor covering industry. We have over 35 years of experience streamlining flooring businesses and making owners more profitable. The RFMS Team consists of over 100 team members operating out of our Corporate Office location in Tuscaloosa, Alabama, and various remote locations throughout the US, as well as the RFMS Australasia office in New Zealand.