



## Client Success Manager (CSM)

Our growing software technology firm is searching for a Client Success Manager to strengthen customer relations and grow sales in assigned territory.

### **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.

### **Compensation**

Competitive Salary + Generous Commission Structure (Six-figure income potential)

### **Territory**

Arizona, Colorado, New Mexico, Nevada, and Utah

*\* Must reside in territory or be willing to relocate. Consideration will be given to candidates who reside in neighboring territory.*

### **Essential Functions**

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

1. Serve as a liaison between RFMS clients and RFMS.
2. Engage with each RFMS client at least quarterly, including a minimum of 2 times every 12 to 18 months for a face-to-face onsite visit.
3. Utilize various prospecting techniques to introduce RFMS software products and services to potential clients.
4. Document 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. Expected to attend and assist with new client implementations and onboarding.
7. Coordinate CSM visits with trainers working in your territory when possible.
8. Work tradeshow as requested.
9. Prepare for and attend all scheduled sales meetings.
10. Publish and share travel schedule as directed.
11. Ability to meet travel requirements.
12. Responsible for your personal continuing education within the RFMS suite of products, as well as general applicable technology.

13. Contribute to the unity, organization and team atmosphere of the entire CSM team.
14. Work in harmony with all RFMS guidelines and policies.
15. Must schedule own travel and turn in business related expenses in compliance with the RFMS Expense Procedures guidelines.
16. Must use the latest technology/software that the company requires.
17. Must be able to read, write and understand English.
18. Employee must adhere to all rules and regulations the company, city, county, state or federal government requires.

### **Other Duties**

Please note this job posting is intended to convey information essential to understanding the scope of the Client Success Manager position and is not designed to cover or contain a comprehensive listing of activities, duties, skills, responsibilities or working conditions associated with the position. Duties, responsibilities and activities may change at any time with or without notice.

### **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.

### **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.

### **Additional Eligibility Qualifications**

1. Must reside in territory or be willing to relocate. Consideration will be given to candidates who reside in neighboring territory
2. A valid Driver's License is required. It is the employee's responsibility to maintain its validity at all times.

3. A valid Passport is required for any territories assigned that include out of country travel. It is the employee's responsibility to maintain its validity at all times.
4. This position requires signed non-disclosure and non-compete statements.

### **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 35 years. Our corporate office is based in Tuscaloosa, Alabama and the company employs 90+ 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), phantom stock, holidays and vacation.

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

Please apply by going to: [www.rfms.com/about/careers/](http://www.rfms.com/about/careers/) and clicking "Apply Now".

Allison Weatherford

Human Resources Coordinator

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