



**Job Title: Client Success Manger (CSM)**  
**Location: Remote, Central Time Zone (travel required)**  
**Contract: Permanent, Full Time**

### **About Us**

RFMS (a Cyncly Company) 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.

Cyncly was created in September of 2022 as the new brand to unite Compusoft, 2020 and their affiliate companies after the two companies merged in 2021. The combined group created a global software powerhouse with more than 2,300 employees and 70,000+ customers across 100+ countries.

### **Position Summary**

RFMS is seeing growth of over 20% 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.

## Essential Functions

- Serve as a liaison between RFMS clients and RFMS
- Engage with each RFMS client at least quarterly, including a minimum of 2 times per year face-to-face onsite (or virtual) visit
- Utilize various prospecting techniques to introduce RFMS software products and services to potential clients
- Actively prospect and pursue new client leads for RFMS products and services, including special goals and team directives
- Document all client and prospect interaction in Project Manager daily
- Responsible for growing sales within specified territory to achieve monthly and annual territory budgets
- Expected to attend and assist with new client implementations and onboarding
- Coordinate CSM visits with trainers working in your territory when possible
- Work tradeshow as requested
- Prepare for and attend all scheduled sales meetings
- Publish and share travel schedule as directed

## Requirements

- Bachelor's degree in Business related field or equivalent work experience
- At least 3 years RFMS software experience and exposure within flooring company environment preferred
- Business-to-Business (B2B) sales experience
- Ability to travel consistently

## Working for us

At Cyncly, we're a global family that collaborates with humility and respect for one another. With more than 2,300 employees around the world, we not only recognize our diverse perspectives, but we also champion our different outlooks and firmly believe it to be what makes us better together.



You can expect to work in a supportive and nurturing environment, with experts in their fields who strive for quality and excellence without compromising others. We also believe in a flexible and autonomous working environment, focused on the continual growth of our employees.

Diversity of experience and skills combined with passion is a key to innovation and brilliance, so we encourage applicants from all backgrounds to apply to our roles.

That's who we are: A team that recognizes our strength is in working together to not only get things done, but also lead the industry with a bold approach that's dedicated to making our customers better. Come join us.