

Enabling Technologies Client Success Manager – Job Description

The Client Success Manager role will be part of the Managed Services Team focused on driving usage growth of "Modern Workplace" workloads, Azure Monthly Consumption, Dynamics 365, and Power Platform Apps thru Customer Success excellence and reducing the competitive threat from Microsoft partners in our market. This is an exciting role that will help create bonds with our commercial, enterprise, SMC, SLG, and EDU clients and Microsoft sellers to fuel customer success, retention, growth, renewal, and inoculate us against the competition. **Key responsibilities include:**

- Develop and nurture our existing clients and new client acquisitions
- Drive viral adoption of Microsoft 365 workstreams, Azure, Security, and Power Platform to achieve CPOR incentive goals
- Evangelize Teams as a Platform in conjunction with the Power Platform with LOB stakeholders
- Identify best practices that drive MW adoption, footprint expansion, and new workloads within individual clients.
- Incubate ideas to drive adoption (e.g. excitement days, education programs, virtual and in-person social activities)
- Work closely with our Fast-Track consultant in Managed Services to strive that each engagement meets client expectations and leads to future consultative work
- Strategize with Cloud Strategy Advisors, Solution Architects, and Change Management Specialists on cross-team collaboration to gain successful business outcomes and earn client case studies and testimonials
- Clearly define business outcomes to build a high quality "success plan" inclusive of customer objectives, LOB stakeholders, milestones, risks, and metrics to achieve them
- Work closely with Senior Co-Sell Strategist to be accountable for Teams Monthly Active Usage and Azure Monthly Consumption while identifying new cross-sell expansion opportunities with each client
- Work closely with Finance to achieve our budgetary goal for CPOR incentives

Experiences Required: Education, Key Experiences, Skills and Knowledge:

- 4+ years of experience in consultative selling. Experience in consulting or pre-sales, experience in both is ideal
- Change management expertise
- Ability to map the customer's business process/problem to MSFT cloud solution
- Experience in managing client usage projects
- Strong technical understanding of Microsoft 365 and PowerApps workloads
- Top-notch executive engagement skills with an ability to establish trusted advisor relationships with business decision makers and LOB stakeholders
- Deep passion for making other team members successful

Compensation Range: \$85K - \$110K