

# Client Success Manager

Canton, IL 61520

Full-time

Salary: \$40,000.00 to \$50,000.00 /year

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## Job Summary

Do you want a Career....

- Where you can work with a knowledgeable and supportive team?
- In a fast growing company environment with endless possibilities?
- Where you can work with a variety of people and build new relationships on a daily basis?

## About Us:

TimbukTech. Inc. is the premier computer network service provider in the Canton, Macomb, and Washington markets. We provide outsourced IT services to businesses and municipalities throughout Central Illinois. We are currently seeking a motivated Account Manager to service our clients and build relationships in the communities we serve.

## Typical Responsibilities:

Our Account Managers take ownership of clients' communications and technology needs, which means:

- Be the 'voice' of TimbukTech within the client's organization
- Get to know each client and identify issues and/or growth opportunities
- Work with client to build and implement technology replacement plans
- Present solutions to clients to help them reach their goals
- Attend local community and Chamber of Commerce events

Our Account Managers are expected to work as a team to develop best practices and ensure effective communication with our clients.

## **Required Skills:**

- Strong interpersonal skills and a positive attitude: Our clients call us when they're at their worst, and your colleagues may be reaching out to you for help when they're under pressure.
- Ability to change tasks rapidly: As a service business, we expect the unexpected to disrupt our plans
- Ability to stay organized and follow through to completion, with a high level of accuracy
- A willingness and ability to learn new applications and skills

Also, the ideal candidate will not settle for the status quo. After learning how we operate, this person should challenge us to find new and effective ways of serving our clients and team, and be willing to help implement those ideas.

## **Preferred Experience:**

- 2-5+ years of experience of Account Management
- Experience with CRM Software (Salesforce, HubSpot, etc.) for tracking of client communications
- Strong communication and relationship building skills.

## **Compensation:**

- Salary range is expected to be \$40,000 to \$50,000 per year, based upon experience.
- Retirement plan, paid time off, health insurance, flexible schedule.