



## Client Success Specialist – Job Description

Matrix Networks is actively seeking the perfect candidate to join our Client Success Team. The ideal candidate will have a strong work ethic and be passionate about customer service and support, be an excellent communicator, and have prior experience successfully selling and implementing business technology. We have a great culture here at Matrix, one built on mutual success, teamwork, and respect so the right person will need to be a fit both professionally and culturally.

### Responsibilities

- Support the Sr. Client Success Managers in various ways, including building sales quotes and handling renewals
- Build relationships with clients through daily phone/email outreach and customer success meetings
- Schedule discovery calls on clients' usage of technology services and help them get the most out of their technology
- Assist in preparing proposals and presenting solutions to clients, helping Sr. CSM's meet quarterly sales quotas
- Leverage tools like Hubspot Marketing and ConnectWise CRM to manage client data, enter opportunities, and open service orders
- Assist with overall account management, including recurring renewals, client communication and setting agendas for a variety of meetings types

### Qualifications

- A strong work ethic with the drive to grow as a professional
- A passion for technology – helping businesses be better with innovative solutions
- Strong written/verbal skills with experience using Microsoft Office
- A commitment to excellence and a desire to take care of the customer

### Being an Employee of Matrix

- Competitive wage with group bonus program and full benefits
- Family-oriented organization with core values of Integrity, Teamwork, Seeking Knowledge and Having Fun
- Hybrid work environment (in-office to start, with later option to work-from-home on set days)
- Opportunities for advancement with pay increases
- Work hard - play hard!

If a healthy work-life-balance in a growing and rewarding industry sounds like a place you'd like to call home, we'd love to hear from you.

