Job Description

Job Title:	Manager, Client Success
Department:	WatSPEED
Reports To:	Managing Director, Client Partnerships
Jobs Reporting:	Client Success Advisor
Salary Grade:	USG 9
Effective Date:	May 2022

Primary Purpose

Reporting to the Managing Director, Client Partnerships, the Manager, Client Success oversees the execution of WatSPEED's core customer and client services function, ensuring its operation in an efficient, cost-effective, and service-focused manner to maximize the success of WatSPEED learners and partners. The manager provides leadership in continuous improvement, process stabilization and calendar execution for WatSPEED's portfolio, while informing and executing on the growth strategy for the Client Success team to meet WatSPEED's long-term needs.

The incumbent leads in all areas of service delivery for corporate and professional clientele, ensuring a seamless experience locally, nationally, and internationally. These actions may affect the quality of experience for WatSPEED partners and clientele, directly impacting sale and resale opportunities and client relationships. The Manager, Client Success also leads the team in fulfilling on WatSPEEDs incoming sales strategy, increasing sales revenue from inbound requests, assessing incoming requests and inquiries, and transitioning active leads to other members of the Client Partnerships team as necessary.

The Manager, Client Success will also manage WatSPEEDs vendor and partner network related to program delivery and customer service, advancing WatSPEEDs practice in the use of 3rd party vendors throughout the customer journey to meet defined customer experience benchmarks for both the Business to Consumer (B2C) and Business to Business (B2B) markets.

This role balances inbound sales, course catalogue management, operational tasks (e.g.course scheduling, liaising with partners / stakeholders, planning and forecasting), and strategy development in coordination with the Managing Director, Client Partnership, while building and maintaining strong relationships in and outside of the university to in order to provide the high-quality service to WatSPEED's clientele. This role requires extensive knowledge and awareness of many systems, processes, and stakeholders in order to optimize the team effectiveness and efficiency and will include a variety of other duties and accountabilities as WatSPEED's mission and vision expand within the University.

Key Accountabilities

Service Excellence

- Defines, implements, and tracks service quality standards for WatSPEED across the entirety of offerings (B2B, B2C, virtual, remote, executive and custom corporate) for the client success team and client partnerships as needed.
- Provides leadership and direction to client success team, establishing operating procedures, best practices, and dynamic workflows to accommodate WatSPEEDs growth strategy and shifting priorities.
- Oversees the consulting, training, communications, support, and services required to support this environment.
- Liaises with partners to establish client service standards and processes.

- Evaluates innovative approaches to service delivery, and best in class approaches to streamline WatSPEED's client services while balancing with quality standards. This will include considering and evaluating the role of 3rd party vendor relationships that enable a global strategy and allow client success to focus on curated and tailored programs.
- Responds to and anticipates needs of WatSPEED's clientele, providing guidance and alignment of services and support to ensure the success of the client success team.
- Fosters a collegial and productive working relationship within the larger department, andencourages team participation and open communication, supporting relevant activities such as program design, marketing and communications, systems and technology from a client services perspective.

Inbound Sales

- Establishes best practices, tools and resources for client success to effectively manage increased levels of inbound sales requests, establishing protocols for light touch relationship building and client activities to transition clients to the rest of the client partnerships team.
- Develop strategies to convert inbound inquiries into sales, working with marketing and the rest of the business development team to new offerings, programs certificates based on incoming demand and existing client list.
- Develop sales metrics and tracking for client success to ensure alignment with broader client partnerships sales targets and growth.

Staff Management

- Responsible for managing a highly productive, efficient, and proactive client success team to deliver on WatSPEED's strategic goals and initiatives.
- Hires, recruits, and on-boards new staff under their direction, ensuring the successful integration of new members into the existing team.
- Cultivates ongoing learning and development of team members to remain up to date and current in their roles.
- Nurtures a strong customer-centered mindset amongst client success staff, ensuring client services provided are innovative, responsive and of the highest quality.
- Provides direction and leadership to the client services team and supports and guides the Assistant Manager, Client Success.
- Manages and evaluates performance, coaches for success, and completes annual performance appraisals for direct reports.
- Maintains an efficient, effective, and inclusive work environment.

Operational Management

- Responsible for scheduling new and existing offerings working with clients, partners, faculty, and instructors once programs have been transitioned from WatSPEEDs production team.
- Fosters and maintains a strong working relationship between Client Success and course authors/instructors.
- Builds and maintains positive productive working relationships with university faculty and staff, corporate clients, and other external partners (i.e. in-class partners and Ed2Go).
- Ensures the needs of different client groups (with potentially competing deadlines) are met in a timely manner given limited resources which may require coordinating with other members of the WatSPEED team and instructors.
- Resolves escalated client disputes or complex issues and inquiries.
- Designs and redefines processes; plans for new and strategic initiatives while considering the impacts on client services, collaborating with WatSPEED teams to incorporate interdependences, identify opportunities for optimization and streamlining.

Planning

- Works collaboratively as a member of the WatSPEED Management team to assess, plan, and present relevant data and provide recommendations to inform long-range strategic planning.
- Informs leadership of key stakeholders for new initiatives, the requirements needed and the order of operations and coordination across teams within WatSPEED
- Plans/forecasts resource needs, provides reports and work plans based on work volume to the WatSPEED Management team.
- Informs Managing Director regarding proposed new programs, courses, certificates, and initiatives to facilitate efficient delivery.
- Reviews key performance indicators, particularly client-focused ones, to inform decision-making,particularly generating ideas to improve service levels.
- Works collaboratively with the Business Analyst of Systems to map processes for technical systems.
- Manages the schedule for WatSPEED course offerings, balancing multiple factors and constraints.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University Degree or diploma required, or equivalent education and experience
- Management training is an asset

Experience

- 5 years combined experience managing and coaching a highly inter-dependent team in a customer service and/or inbound sales environment
- 3 years' experience in the continuing education sector
- Proven ability to deliver excellent client service, preferably in a post-secondary institution

Knowledge/Skills/Abilities

- Excellent written and oral communication skills
- Superior organizational and planning skills
- Strong interpersonal, relationship-building skills
- Keen analytical and problem-solving abilities
- Strong leadership, mentorship and collaboration skills
- Self-motivated, positive, and customer-focused
- Ability to handle confidential matters with a high level of integrity and advocate in a tactful manner using diplomacy and sound judgement
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment,and to apply a positive team approach to working with colleagues
- Intermediate skills with MS Office, Adobe Acrobat and SharePoint

Nature and Scope

- **Contacts:** Externally interacts with the public, our partners, independent instructors, students, businesses, government agencies and other post-secondary institutions. Internally interacts

with a variety of departments, services, students, faculty and department colleagues.

- **Level of Responsibility:** Requires minimal supervision and leads client success team, executing the strategy across B2B and B2C offerings. Is an active member of the WatSPEED Management team.
- **Decision-Making Authority:** Makes decisions on non-routine items within the policies and proceduresof the department and University, such as inbound sales opportunities, consulting with Managing Director for final signoff. Will make decisions to improve services, increase operational efficiencies and process mapping that could impact functional areas within and beyond the department.
- **Physical and Sensory Demands**: This managerial role is located in an open concept, office setting that involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain,or risk of injury.
- **Working Environment:** This role is exposed to stress and pressure associated with managerial positions that are responsible for multiple staff. The role involves minimal-moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, including occasional evening or weekend hours. There are multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted byvarying client volumes at different times of year.