



CLIENT SUCCESS MANAGER

We have an immediate need for a Client Success Manager who will serve as the primary point of contact for all matters specific to Client Service department accounts and is responsible for maintaining a superior level of support for clients and internal departments. The Client Success Manager develops long-term trusted advisor relationships with clients, internal stakeholders, and executive sponsors in the delivery of Statements of Work.

WHAT YOU'LL BE DOING

- Serve as primary point of contact for accounts in the Client Service Department
- Develop trusted advisor relationships with clients, internal stakeholders, and executive sponsors
- Maintain a high level of client satisfaction as indicated by client feedback and survey results
- Collaborate with all internal teams to complete Statements of Work
- Ensure the timely and successful delivery of our account management solutions according to client needs and objectives using Zoho and Workfront as the CRM and Project Management tools and Dropbox as the document repository
- Assist clients in achieving their goals by providing the appropriate level of education required to understand the essentials of opening and operating a cannabis business
- Identify areas of improvement in internal processes and communications
- Prepare client, team, and management reports and provide research when required
- Collaborate with team and Sales Dept. to Identify new business opportunities
- Assist with challenging client requests or issue escalations as needed
- Identify when change-orders are required and initiate and confirm process with Sales
- Perform other duties as assigned

WHAT'S NEEDED IN THIS ROLE

- Proven work experience as an Account/Client Manager or relevant role
- Proficient with Microsoft Office Applications, particularly MS Word and Excel
- Proficient with Adobe and converting documents to and from PDFs to other file types
- Solid experience with CRM and Project Management systems, Zoho and Workfront a plus, and experience using Dropbox

- Excellent mail and phone etiquette
- Excellent listening, negotiation, and presentation abilities
- Strong verbal and written communication skills
- Demonstrate confidence when faced with a question when the answer is unknown and admitting further research will be required to respond accurately
- Knowledge of the cannabis industry and drive to constantly update that knowledge with best industry practices and trends
- Demonstrate business insight to advance client objectives
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail and a high level of accuracy and discretion
- Ability to collaborate well with internal and external partners
- Maintain integrity with internal teams as well as clients
- Excellent time management skills and organization
- Effectively plan and prioritize goals with the client while aligning the correct internal resources
- Consult with other team members (project management/client services/sales) to be sure mutual objectives are met
- Must be able to read and understand state and local jurisdiction cannabis regulations, rules, memorandums, applications for licensing
- BA/BS degree in Business Administration, Sales or relevant field preferred

Qualified candidates can submit their cover letter and resume to Jobs@ThinkCanna.com.



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