[Remote] Client Success Manager – Reputation Management

Remote · US · Full-time · **$65k–80k**

[Remote] Client Success Manager – Reputation Management
Location: REMOTE; Must reside in CST or EST time zones
Salary: $65,000 - $80,000 + Performance Bonuses + ESOP
Benefits: Medical, Dental, Vision, 401k w/match, Holidays, PTO
Job Type: Full-Time; Remote
Travel: Minimal – 2-4x per year to HQ in Toledo, OH
Start Date: ASAP
Sponsorship is not available

[Remote] Client Success Manager Description

Our client, a leader in customer experience management services, is seeking a consultative Client Success Manager to serve as the primary relationship owner and trusted advisor for a portfolio of high-profile clients. This is not a reactive customer support role. Instead, you will partner closely with clients to design, optimize, and evolve their customer experience and reputation management programs. You will translate complex data into meaningful business insights, deliver executive-level presentations, and help clients improve customer satisfaction, brand perception, and operational performance. Success in this role is measured by client retention, customer satisfaction, account growth, and your ability to become a valued strategic partner to your clients. The ideal candidate combines strong relationship management skills with exceptional organization, executive presence, and the ability to manage multiple priorities in a fast-paced environment.

[Remote] Client Success Manager Responsibilities

- Serve as a trusted advisor for a portfolio of client accounts (approx. 30)
- Build and maintain strong relationships with stakeholders at all levels
- Lead business reviews and share customer experience insights and strategic recommendations
- Partner with clients to define program goals, KPIs, and continuous improvement initiatives
- Manage account health, client satisfaction, renewals, and retention efforts
- Identify opportunities for account expansion
- Coordinate with internal teams to ensure seamless program execution
- Track account performance metrics and proactively address risks and opportunities
- Represent the company at client meetings, industry events, and conferences

[Remote] Client Success Manager Qualifications

- 3+ years of experience in client services, ideally within customer experience or insights, required Strong analytical skills with the ability to evaluate data and identify trends required
- Exceptional written, verbal, and presentation skills, including experience presenting to senior leaders and executive stakeholders required
- Must reside in CST or EST time zone

Apply: https://twonice.hire.trakstar.com/jobs/fk0zniz/?apply=true

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