



Position Summary:

Customer Success Representative/Account Manager

An established sixteen-year SaaS firm serving federally focused organizations requires a self-motivated, driven customer success representative and/or account manager possessing experience in the federal contracting industry. Ideally, the candidate will possess experience that the company can implement immediately to produce results.

The company's software appeals to large and small federal prime contractors, subcontractors, channel vendors, as well as federal government agencies, professional services, and growth support organizations.

The company delivers a powerful, proprietary, federal business intelligence tool with the best opportunities and competitive information to the market. The database is the only real-time system capable of providing timely procurement data and daily alerts on awarded contracts.

The primary objective of this role will be to manage existing clients and renewals/upsell while assisting with new sales.

This job is suited for a self-driven person possessing disciplined telecommuting habits that is seeking a challenging and dynamic work environment. The individual must be able to work independently as well as within a team. Company priorities will require regular visits to our Rockville office.

Marketing Statement:

This job is for you if you are interested in working in a fast-paced, challenging environment with the potential to transition to a superior position. Self-motivated people or self-starters, and personally driven individuals wanting to achieve ever-higher goals in an intellectually stimulating environment, are the best people suited for this job.



Client Management, Sales, and Customer Support:

This individual will assist the Customer Success team in growing and maintaining client relationships on a daily basis. The role includes managing the customer success process from onboarding, training, support and renewal. The role requires both proactive and reactive outreach.

Additional job functions include assistance in sales development and marketing.

FUNCTIONS & RESPONSIBILITIES

- Be willing to invest time during the first several months learning the platform in order to clearly convey features and benefits of the company's products to clients and prospects alike
- Understand and articulate Fedmine's unique value proposition by responsibly comparing it to identified competition
- Deliver high-quality online training of the Fedmine product and when required, make in-person visits to clients (in metro area) to maintain relationships or conduct training
- Service existing clients, setup new client accounts, conduct market research on their behalf, and provide on-going support that accrues value to their business from their use of Fedmine
- Effectively manage the renewal pipeline utilizing company CRM system , and accurately forecast renewal sales
- Possess the ability to ask good questions, listen to needs of clients, make appropriate product recommendations
- Establish rapport with company's current client base and nurture existing clients
- Possess the ability to deliver high performance in a fast-paced environment, and work in an autonomous and problem-solving manner
- Assist in development of internal customer service, training and service quality methods
- Ensure new and renewal clients receive invoices and collect payments prior to their expiration dates



ESSENTIAL QUALIFICATIONS

- Sound knowledge of federal government marketplace
- Four-year college degree or equivalent experience
- Proficiency in Microsoft Office required, proposal write a plus
- Comfortable in dealing and communicating with C-level business professionals
- Strong interpersonal written and verbal communications skills that demonstrate effective problem- solving, time management, prioritization, and organizational skills
- Prior training or experience in selling or supporting a subscription product that deals with federal contracts a distinct advantage
- Comfortable with a compensation plan that includes salary and quarterly commissions based on experience, and bonus based on job performance

GENERAL REQUIREMENTS

- You must be a U.S. citizen.
- You may need to undergo a security background check investigation
- There will be a 90-day probationary period
- You will be required to complete either a W2 or an I9 form, whichever is applicable
- Travel outside the metro area is anticipated to be less than 10% of your time
- You must be punctual, dependable, and efficient in this job
- Have strong oral communication skills and ability to maintain high customer service standards
- Possess strong organizational and time management skills
- Proficiency with computer use with above average skills using Word, Excel, and Power Point
- Be comfortable in conducting online meetings, trainings and demos to C-level individuals
- Be able to handle sensitive and confidential information with authority

COMPENSATION AND BENEFITS

- Base Salary
- Sales/Renewal Based Commission and Discretionary Bonus

For serious inquiries only — send resume to LCarry@fedmine.us

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