

## Client Experience Manager (CEM)

### Full-Time position located at MXOtech in Chicago, IL

Our IT Managed Services Provider (MSP) division focuses on outsourced technology services for SMB customers through Technology Infrastructure Management, Help Desk Support, Security, IT Projects and Strategy. We're a growing boutique firm located in the West Loop looking for a Client Experience Manager to manage our client relationships.

#### Overall responsibility:

The CEM will be the day-to-day relationship manager for assigned accounts and will be the main point of contact for these customers. CEM must ensure that their clients are assisted properly and that all their questions, concerns, or problems are addressed professionally and in a timely manner. The CEM will make certain that the client continues to receive value from MXOtech. The CEM will primarily work with the client point of contact and typically not the CEO.

#### Primary Duties and Responsibilities:

- Successfully on-board new clients
- Act as client liaison; maintain and grow new and existing relationships, measure and maintain customer satisfaction
- Work with the Project Team and Technical Account Manager to produce accurate statements of work, and presales for product quotes.
- Perform service ticket audits for assigned accounts and facilitate daily review of alerts and service tickets
- Client related billing inquiries – research and resolution
- Manage and facilitate product warranties/renewals or replacements
- Contract administration including assist with managing ConnectWise agreements and device counts
- Develop and deliver post incident reports on all critical support incidents; develop and maintain customer support plans and relationships; and use complex analytical skills to recognize trends and improve performance to assist account teams and customer objectives
- Communicate with the customer through regular meetings/conference calls to review service quality, infrastructure requirements, system capacity, and maintain & drive mutually agreed project plans and issues lists.
- Assist in coordinating the completion of regulated compliance assessments, software/hardware upgrades, multiple product migrations, and sales campaigns
- Provide ad-hoc reporting as requested by client or internal teams

- Effectively resolve complex issues and collaborate with multiple departments and business partners for solutions
- Manage the technical onboarding of new clients including managed service provider handoff, software installation, status meetings, customer/team training, new project coordination, and launch of services

**Qualifications:**

- 3+ years of experience in an account management/client services role
- Software, IT, or Consulting industry experience
- ConnectWise Experience a plus

**Skills:**

- Must be highly organized
- Must have a sense of urgency
- Tech Savvy
- Detailed Oriented

**Perks:**

- Healthcare coverage through Aetna including health plans, dental, vision and tax-savings health and commuter benefits
- 401k retirement planning opportunities, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations housed within a modern, cozy, work environment.

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