

## Job Description

### CLIENT SUCCESS MANAGER

#### About CareerWise New York:

CareerWise New York (CWNY) is a first of its kind, modern youth apprenticeship based in New York City. Our approach offers high school students opportunities in growing NYC industries, such as IT, financial services, and business operations, and provides all apprentices with a practical learning experience to augment the classroom. For employers, CareerWise New York offers businesses a hands-on role in developing work-ready talent with the skills employers need to innovate and grow their business.

CWNY borrows elements from the Swiss system, which is widely regarded as the gold standard in apprenticeship and ensures benefit to both students and businesses while serving as an intermediary between the complex systems of education and industry. It is our mission to create opportunities for youth and businesses across NYC by developing and supporting an innovative, sustainable youth apprenticeship system. Through this business-led, student-centered model, we bring together public and private stakeholders to ensure students have access to the skills and knowledge they need for financial and academic success, and that businesses have access to highly-trained talent.

The ideal candidate will have impeccable relational and interpersonal skills and can quickly build trust with all assigned clients. This role is responsible for helping our clients achieve their desired goals through excellent client support.

**This position reports to:** Senior Client Success Manager

**To apply:** Please email your resume and cover letter to: [careers@careerwisenewyork.org](mailto:careers@careerwisenewyork.org)

#### Job Summary:

The **Client Success Manager (CSM)** is critical to the Employer Partnerships team and will lead and deliver tasks and projects that drive a high-quality experience for our clients, many of whom are Fortune 500 companies. The CSM understands the unique needs and challenges of each of our clients (employers *and* apprentices) and knows how to motivate and provide opportunities to maximize the positive impact of the apprenticeship experience. The Client Success Team solves problems with a creative, entrepreneurial, and service-minded approach and each member is self-directed and can work independently as well as part of a team.

The CSM will support all client work on the business side and serve as an account manager for supervisors and apprentices to quickly manage questions and address concerns. The CSM will lead several processes in the customer journey such as providing thoughtful and responsive customer support as needs arise, implementing proactive communication and feedback-gathering from employer partners, and diligently tracking and analyzing program data to streamline processes as the program grows. This position requires strong problem-solving skills, a service orientation, stellar communication skills, and a passion and curiosity for making our partners as successful as possible.

***This is a full-time overtime-exempt position.***

#### Position Responsibilities:

Our employer partners pay us an annual service fee, so the Client Success Team members are absolutely vital to our long-term sustainability and continued scaling and growth. We define success when our employer partners can quantify and qualify positive ROI of our program and team and when apprentices have high-quality, meaningful apprenticeship experiences. As such, we need a mission-driven CSM to drive success for our customers.

**This role will include the following responsibilities:**

- Support a portfolio of existing client accounts, ensuring positive experiences throughout their customer journey
- Build positive and trusting customer relationships by maintaining proactive and consistent communication and delivering exceptional service
- Provide thoughtful and responsive customer support as needed, empowering customers through a problem-solving mindset and recognizing scalability as a key element for all recommended solutions
- Analyze trends pertaining to supervisor and apprentice needs, motivations and experience and recommend potential solutions or support measures
- Monitor and diligently track progress and program data as prescribed by team lead in Salesforce and other platforms to streamline processes and inform our practices
- Implement and coordinate programming, including work schedules, performance reviews, training, credentialing, etc.
- Lead and assist with employer facing events including pitch events, roadshows, information sessions, marketing events and celebrations

**Qualifications & Experience:**

As part of this team, you will be most successful if you possess most of the following:

- 2-4 years of experience in customer service, account management, client services, recruitment, corporate engagement, or workforce development
- Relational strength – able to quickly build rapport with a variety of people in order to maximize outcomes, strong listening skills, creative problem-solving skills
- Ability to navigate ambiguous situations and to drive to clarity, with a mindset of building repeatable processes for the future
- Ability to quickly synthesize complex ideas, align them with business priorities and devise actionable strategies to accomplish goals
- Demonstrated experience in meeting and exceeding ambitious targets
- Polished client management skills – you have composure and confidence in meetings with high-level leaders in businesses and state agencies
- Excellent written and verbal communication skills
- Passionate about youth development and curiosity about 21<sup>st</sup>-century career trajectories
- Proficiency with MS Office and Google Suite is required; familiarity with Salesforce is a plus

**Starting Salary Range for this position:** \$60,000-\$75,000 annually (exempt)

**Benefits Available:** medical, dental, vision, 401k, supplemental insurance, disability, parental leave, PTO, professional development stipend, and (pre-tax) commuter benefit

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*CareerWise New York is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: CareerWise New York is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at CareerWise New York are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. CareerWise New York will not tolerate discrimination or harassment based on any of these characteristics. CareerWise New York encourages applicants of all ages. CareerWise New York is committed to building a diverse staff and encourages applications from people of color.*

