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Client Success Manager – Sacramento, CA

Description

Are you ready to be a key contributor? You will play a significant role in driving the rapid growth of a leading fintech while helping customers and empowering team members. Snap Finance is a thriving leader in the financial services industry, and Snap's team members are the foundation of company's success. Snap knows that happy, empowered, and engaged team members are essential to innovation and business success- and Snap's approach is working. Come join the team!

Snap is looking for Client Account Managers (existing accounts), Account Executives, Territory Managers, Outside Client Managers, Client Services Managers, Customer Success Managers, Customer Experience Managers and Relationship Managers, Customer Service Representatives who have a drive and passion for client service and account growth

Responsibilities

- Be a road warrior and work out of your car as you travel daily to meet customers face-to-face in your territory, completing 120-150 merchant visits each month
- Own relationships with Merchant Partners: serve as a trusted, strategic advisor with a focus on growth, building long-term relationships with clients
- Become an expert on Snap's product: assist merchant partners in capturing more customers by offering Snap programs and promotions
- Identify and communicate feedback and suggestions to Snap support and product teams
- Using relationship building /account management techniques and sales reports/data to uncover additional revenue potential within your merchant portfolio
- Schedule and deliver "field training" sessions with Snap's merchants and their staff
- Work closely with Areas Sales Manager to strategize on merchant account goals

Qualifications

- 1+ years of outside account management experience or Snap will train entry level candidates with less experience – must have high levels of people, communication, and emotional intelligence skills
- Must live in or near the territory listed and knowledgeable of local businesses in the area
- Must have strong experience with Customer Relationship Management (CRM) systems
- Professional approach with merchants – your professional dress, verbal and written communication is key to representing Snap at the highest levels
- Business and technical acumen – Using a consultative approach, possess experience analyzing merchant's needs while focusing on customized sales techniques, identifying pain points, and leveraging market data
- Outstanding relationship-building skills and strong customer service

Hiring organization

Snap Finance

Since 2012, Snap has been on a mission to bring flexible, pay-over-time financing options to all consumers. Snap's retail partners told the team that many of their customers couldn't qualify for traditional credit, causing embarrassment and leaving them with no way to buy the items they want and need for their families. This gap also left Snap's retail partners with missed opportunities.

At Snap, the team has harnessed the power of data to empower customers of all credit types and to help retailers close more sales. Snap's technology brings together machine learning, non-traditional risk variables, and years of data to create a proprietary decisioning platform. The result is financing that looks at each customer through a more holistic, human lens.

Snap is proud to serve the 40% of U.S. consumers who are building or rebuilding their credit. Snap's fast, flexible pay-over-time solutions are changing the face and the pace of consumer retail finance.

aptitude with a high degree of responsiveness

- High energy, positive, effective, and empathetic, able to easily connect with people of different backgrounds
- Highly motivated and self-sufficient with a demonstrated track record of achieving measurable goals and creating own schedule
- Must live in or near the territory listed and knowledgeable of local businesses in the area
- Comfortable using a range of technology platforms and while working out of your car all-day

Job Benefits

- Flexible remote work opportunities
- Generous paid time off – Snap encourages you to recharge and spend time with family!
- Competitive medical, dental & vision coverage
- Robust Employee Assistance Program to support your personal wellness
- 401K with company match
- Company-paid life insurance + supplemental options
- Company-paid short-term disability, long term disability and legal coverage
- Pet insurance

Employment Type

Full-time

Job Location

Sacramento, CA, United States

Date posted

30 January 2023

APPLY