



November 20, 2019

CLIENT MANAGER

THIS IS US.

Speak is an innovation leader in payment solutions with several divisions.

Speak Health: benefits, incentives, and rewards (disbursement and redemption) for Medicare Advantage plans, Medicaid programs, Commercial programs, and employers

Speak Engage: directed spend for suppliers and brands looking to direct marketing funds back into their brands

Speak Care: physical and digital delivery of disaster relief aid and recovery supplies for nonprofits

IS THIS YOU?

We're looking for a Client Manager who's self-motivated with a growth mindset. Are you a creative thinker with a high curiosity-quotient? If so, you're halfway there. You've also got to be adaptable and flexible. You love a small business environment where you can help develop business, manage projects, serve customers and more. You know that responsibilities may shift from time to time, and that's just fine with you. You're ready to wear different hats as needed to help support the team

THE ROLE

If the above sounds like you, read on for additional Client Manager responsibilities.

Business development, including assisting leadership with plans as well as:

- Research current market conditions and assist with new product creation to build client offerings portfolio
- Design implementation strategies for new product creations to ensure products are ready for operational execution

Sales management duties such as working with new clients to pitch product offerings and determine program needs plus:

- Ensure key program information is reviewed and added to systems
- Develop sales strategy to increase ROI for clients and company
- Conduct quarterly business reviews with all clients

Client management, including engaging with clients post-launch to ensure programs are running smoothly and:

- Coordinate card and collateral reorders with Card Specialist
- Identify opportunities for continuous improvement and new business
- Continuously update client information in Salesforce and conduct weekly run-throughs of client files
- Maintain cross-organization relationships with all partners
- Be the face of Walmart to clients and act on behalf of the client to Walmart
- Analyze monthly program trends and provide relevant reporting and analytics to clients

Project management focused on maintaining on-going relationships with team leadership during the sales cycle as well as:

- Guide the implementation process from governance approval through go-live



- Develop and maintain project plans
- Coordinate integration with third parties such as Solutran and PLI
- Coordinate card production with Card Specialist
- Determine approved product lists
- Coordinate design and approvals for art assets
- Ensure program setup and preparedness at Walmart
- Provide accurate and up-to-date program pricing to clients
- Source third party resources to support programming as needed
- Ensure there is solid documentation outlining processes and tasks for all projects to help establish a consistent cadence
- Effectively communicate project timelines, frequent updates, potential risks, etc. to project stakeholders

Customer service, including monitoring issues, assisting with research when needed, and being on-call every six weeks to monitor for any system outages on weekends

SKILLS + REQUIREMENTS

Strong communication skills, including written, oral, cross-functional, and multi-level

Relationship building and networking

Detail-oriented

Creative problem-solving skills

Comfort working under pressure in a fast-paced environment

High integrity

Cross functional collaboration and willingness to work as part of a team

Strategic Planning

Experience with research and strategy

Self-Starter with the ability to perform without outside help

Entrepreneurial Spirit with an ability to drive new ventures within the business

Industry knowledge a plus

BENEFITS

PTO/ holidays

Health insurance

401K

Healthy living benefits

Bonus



CULTURE

Speak's culture values working hard, giving back, having fun and staying open to new ideas. At our core, we're all about people—hiring the best talent and making our clients and partners feel special. We're small, energetic, and growing, so you'd have the opportunity to stand out and shine. You could count on us to help develop your skill set and take your career to new heights.