



KATE CRAWFORD  
RECRUITING

## **CLIENT ADVISOR – NEW YORK**

**Annual Compensation up to \$100,000**

### **What Makes This Job Awesome?**

- Relationship Building: Build trusted advisor relationships with executive sponsors and all key stakeholders at your client accounts
- Detailed Product/Service Knowledge: Have strong proficiency on the products and services and understand how they can be leveraged to help clients achieve desired outcomes. Share insights and strategies within the larger customer team on how clients can better leverage the platform.
- Client Outcomes: Partner with clients to help them achieve desired business outcomes. Identify strategies and initiatives at the account level to help clients drive engagement and achieve these outcomes. Be comfortable challenging clients on existing process to help optimize them. Help communicate the value of these initiatives and drive customer reference ability and case studies.
- Client Engagement: Responsible for establishing regular touch points with clients for account usage, adoption insights, and consulting topics. Partner with Sales to drive Executive Business Reviews with clients to demonstrate ROI and drive additional usage and upsells.
- Internal Advocacy: Be an internal advocate for customer needs, requirements, and feature requests across customer success, product and sales.

### **What Makes You a Great Fit?**

- 3+ years in a client-facing advisory role
- A service-oriented ethos, strong business acumen and a demonstrated curiosity to solve client problems
- Demonstrated ability in driving customer retention and fostering meaningful client engagements
- Strong organizational skills and superb capabilities with managing multiple high priority projects simultaneously and successfully
- Excellent communication skills (both verbal and written), meticulous attention to detail, and a resourceful problem-solving attitude
- A passion for building valued relationships with customers
- An analytical and results focused mindset, coupled with a creative make-it-happen spirit



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- Strong interpersonal skills, and a proven track record of working cross functionally to resolve customer issues
- Comfortable in a fast-paced, entrepreneurial, and rapid-growth environment. Ability to work independently as well as part of a team.
- Proficient in SalesForce, Microsoft Office Suite (Word, PowerPoint, Excel) and Google Applications (Analytics, Docs, Sheets, Slides)
- An understanding of commercial real estate a plus

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