



## Customer Success and Implementation Manager

### Role Summary:

TEAM ([www.teamemployer.com](http://www.teamemployer.com)) is a national leader in providing outsourced household employment services. We are looking for a Client Service Specialist to join us. The client service team interfaces with clients daily and is heavily involved with new client, account, and employee onboarding processes. This is a unique opportunity to work in a role that directly impacts the overall client experience and serves as an internal liaison between other service teams, including sales, HR, and payroll.

### What you'll do: Provide best-in-class service to our TEAM clients and employees.

- Successfully represent the company by fostering a solid rapport and partnership with clients in an effort to maintain and expand existing relationships.
- Maintain a high bar for service excellence by responding to all client inquiries in a timely, solutions-focused manner, collaborating internally as needed, and providing clear and thoughtful responses.
- Resolve escalated service or account issues, partnering with senior leadership as needed, with a focus on improving the overall customer experience.
- Lead and participate in efforts to develop and implement new services, systems, or other internal operational efficiencies or to enhance the overall client experience.
- Participate on and/or lead presentations for new clients and accounts to provide an overview of TEAM's services. Assist with inbound sales inquiries as needed.
- Manage a high volume of account and employee onboarding requests, coordinating internally with our HR, Payroll, and other service teams to ensure proper execution or to address any customized client-specific requests.
- Project manage large scale onboarding projects, overseeing all aspects of the implementation process.
- Present to new clients on TEAM's services in both group settings and individually.
- Proactively develop tools and strategies regarding the onboarding and implementation process to better manage information and aid in timelines.
- Perform other duties as assigned in support of key business and department objectives.

*These job duties are not all inclusive. The employee will be required to perform other job-related tasks and responsibilities as requested. Job duties and requirements may change as needed, with or without advanced notice.*

### What you'll need to know/have:

- Bachelor's degree and minimum of 1-2 years account management or sales experience, preferably in a role exposed to Payroll and/or HR functions. Experience at a staffing company or PEO, a plus.
- Strong interpersonal instincts and emotional intelligence; ability to quickly build trusted relationships internally and externally.



- Keen ability to think critically, problem-solve creatively, and guide decisions in a consultative, client-centric manner.
- Ability to juggle multiple priorities and competing deadlines effortlessly in a fast-paced team environment and collaborate effectively with multiple teams. Takes accountability for individual and department success on all tasks, demonstrating natural competitiveness to run through walls to achieve goals.
- Possess exceptional written and verbal communication skills, with proven ability to convey critical information in a clear and concise manner and to deploy various communication techniques to influence outcomes.
- Highly organized project manager with strong drive to hit goals and deadlines. Ability to manage various groups and contacts to meet and exceed client expectations.
- Motivation to create memorable client experiences and passion for outstanding service.
- Experience in large implementations within a service related industry, Human Resources experience a plus.
- Possess proficient knowledge of MS office applications such as Word, Excel, and Outlook.

### **About TEAM**

Founded in 2003 and headquartered in San Diego, TEAM provides outsourced payroll, human resources, and risk management solutions which enable individuals to choose their own caregivers and in-home service providers. We pride ourselves in providing fanatical customer service and have served some of the largest blue-chip banks and financial institutions for over a decade, including: Bank of America, Wells Fargo, BNY Mellon, Northern Trust, City National Bank, Fifth Third Bank, and SunTrust.

We are a high-performing culture backed by a premier growth equity firm and led by an experienced team of executives, sales leaders, consultants, and operational professionals.

We like to win, but we also have fun doing it: we have a close-knit, family culture and keep things light with our regular team celebrations and office pranks.

For more information on our team, visit us at [www.teamemployer.com](http://www.teamemployer.com) and for qualified and interested candidates, please reach out to Julian Peña, Sr. Client Services Manager.

**Location:** San Diego

**Job Type:** Full-time