



ZM Financial Systems, headquartered in Cary, NC, develops, sells and supports quantitative analytics software for finance professionals in banking and capital markets. Our solutions provide, risk analytics, asset/liability management and pre-trade analytics to some of the world's largest and most sophisticated financial institutions. We are a fast growing, private company with a need for a Client Experience Manager in our Cary, N.C. office.

As our Client Experience Manager, you will be the primary account and relationship management contact after the initial sale of ZMFS solutions. Primary responsibilities include:

- 1) Relationship manager for existing clients
 - a. Manage and maintain existing account relationships, increasing adoption and growing the use of ZMFS solutions
 - b. Maintain a high level of client satisfaction and drive reference opportunities
 - c. Understand client's needs and goals to optimize their usage of ZMFS solutions
 - d. Document client platforms, related systems, and third party usage
 - e. Collaborate with client services team to resolve support issues
 - f. Receive, refine, and deliver enhancement requests to client services
 - g. Establish quarterly calls with all clients
 - h. Visit all ZMdesk clients every year and other clients every 2 years
 - i. Inform clients of new features and company directions
 - j. Recommend maintenance fee increases for renewals
 - k. Suggest articles and topics of interest that will contribute to client facing knowledge base
- 2) Project manager for new implementations and client projects
 - a. Coordinate and plan new client implementations
 - b. Document tasks and timelines that meet client and ZMFS expectations
 - c. Oversee projects and manage expectations
 - d. Manage timeline \ project chart and communicate with client and implementer
- 3) Coordinator for third party relationships and partnerships
 - a. Manage and maintain third-party relationships
 - b. Communicate twice per year to update each other on changes
 - c. Document capabilities currently linked with ZMFS and areas for potential integration
 - d. Maintain contact list



The ideal requirements for the Client Experience Manager include:

- Bachelor's degree
- Minimum of 5 years related professional experience managing complex relationships in large financial technology company
- Experience in finance and sales is a plus
- Outstanding verbal and written communications skills
- Well-organized self-starter, able to handle multiple tasks with minimal oversight
- Proficiency using CRM or contact management software, preferably Salesforce.com

What We Look For:

- Passion for delivering brilliant customer service and improving the way organizations work
- Ability to develop relationships across different levels in a customer's organization
- Excellent communication and outreach skills, responding rapidly to customer inquiries, and drafting concise and informative e-mails
- Outstanding organization, planning, and problem-solving critical thinking skills

Benefits:

- Competitive Salary
- 401k plus company matching
- Company paid medical, dental and vision insurance

Job Type:

- Full-time

Job Location:

- Cary, NC

Required Education:

- Bachelor's



Submission:

- Please send cover letter and resume directly to: allyson.beback@zdfs.com
- Solicitations from third-party recruiters not accepted