



Matrix Networks
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www.MatrixNetworks.com

Client Success – Inside Sales and Project Management

Type: Full Time | Salary + Shared Commissions Program

Matrix Networks is actively seeking the perfect candidate(s) to join our Client Success Team. The ideal candidate will have a strong work ethic and be passionate about customer service and support, be an excellent communicator, and have a general understanding of business technology. We have a great culture here at Matrix, one built on mutual success, teamwork, and respect so the right person will need to be a fit both professionally and culturally.

Responsibilities:

- Building relationships with Matrix Networks' Clients through regular check-ins and provision of resources
- Performing discovery on clients' usage of Matrix Networks technology services and uncovering ways to improve system usage, expand solution, or incorporate complimentary services
- Prepare proposals, secure resources, present solution to clients
- Leverage tools like Hubspot Marketing and ConnectWise CRM to manage client data, enter opportunities, and open service orders
- General Project Management duties to include:
 - Coordination and management of resources external and internal resources to complete project
 - Communication of timeline and expectations from hand-off meeting to project close
 - Basic training provided to client on a variety of services/solutions

Desired Skill Set and Best Personality Fit:

- A strong work ethic with the drive to grow as a professional
- A passion for technology – helping businesses be better with innovative solutions
- Strong written/verbal skills with experience using Microsoft Office
- A commitment to excellence and a desire to achieve more in life

Being an Employee of Matrix

- Competitive wage and group bonus program
- Full benefits (health, dental, vision, etc.)
- Matching 401K and PTO accrual
- Work hard - play hard!

If a healthy work-life-balance in a growing and rewarding industry and an office filled with likeminded professionals who have your best interest in mind sounds like a place you'd like to call home, we'd love to hear from you. Additional questions can be directed to info@mtrx.com – Cheers!