



Job Opening: Customer Success Manager, Transparency

Location: Canton, Michigan

TrialAssure™ is looking for a talented and enthusiastic Customer Success Manager who is based in the Canton, Michigan and has a passion for healthcare and software. The Customer Success role is a critical part of our lead generation and business development process. In this role, you'll be expected to consistently identify and qualify prospects, make outbound calls and emails in order to schedule demos for Product Solution Managers, as well as to inform and educate the prospective client regarding the TrialAssure value proposition.

Responsibilities include:

- Identifying, prospecting and qualifying leads and evaluating appropriate solution (service and/or software)
- Pursuing opportunities for account growth and new business
- Cold calling prospects via telephone and email
- Following up with prospects and answering questions via telephone and email
- Scheduling demos for Product Solution Managers
- Following up on demos and account status, pricing, etc.
- Understanding company capabilities and services, and effectively communicating to client
- Communicating client's goals and representing the client's interests to internal stakeholders including Product Solutions Manager, software developers and leadership
- Maintains and continuously upgrades knowledge with the latest industry regulatory requirements and also keep track of competition
- Attendance at industry meetings or client locations for the purpose of Business Development as assigned by Manager
- Tracking and updating CRM tool throughout client relationship lifecycle
- Performs other duties as assigned or requested

Experience & Skill Requirements:

- 2+ years of experience in a sales or customer service role.
- Work experience in CRO, pharma, healthcare and/or software.
- Interest in developing in role to give demos and assume external (client) facing sales/account management responsibilities. (preferred)
- Competitive nature / motivated to achieve goals.
- Strong organizational skills and ability to prioritize competing priorities to achieve goals.
- Proven team player.
- Confident and professional phone presence.
- Experience with Microsoft Office and CRM.