

Corporate Client Manager

Job Type: Full Time, Salary

Location: Duluth, GA

Supports: Sr. Director, Global Leadership Development, Corporate Solutions Group (CSG)

Job Summary

The Corporate Client Manager is a key player in supporting the Maxwell Leadership CSG sales team, providing client sales and administrative support.

Supervisor Responsibilities

- None

Duties/Responsibilities

- Communicate with Corporate Clients and all internal and external stakeholders throughout their Leadership Development Journey
- Communicate with vendors and internal teams to ensure training materials are available when needed
- Fulfill orders for workshop and coaching engagements, communicating information to clients, and verify receipt of materials
- Ensure Maxwell Leadership facilitators and coaches have appropriate training content
- Summarize and generate Survey Reports per workshop engagement
- Initiate, distribute and manage Assessments
- Schedule pre-engagement calls
- Generate invoice for Client's Statements of Work (SOW) and monitor accounts receivables
- Distribute Memo of Understanding (MOU) to facilitator/coach per SOW
- Update Salesforce client accounts
- Maintain accurate records of coaching sessions per client and coach (Coaching Portal)
- Maintain accurate billing and shipping information for client deliverables
- Bill back facilitator expenses to clients
- Review and approve vendor invoices and facilitator/coach expense reports
- Support Sales administratively and ensure seamless delivery to clients

- Attend and participate in various company and department meetings

Job Requirements

- Excellent written and verbal communication skills
- Ability to handle many projects simultaneously = multi-task
- Microsoft Office proficiency – particularly Word and Excel
- Knowledge of Salesforce is a plus
- Ability to learn other software platforms
- Strong organizational skills and attention to detail
- Prioritization and time management skills
- Professional and friendly demeanor
- Team player
- Ability to lift 25 lbs

Values Based Required Competencies

- Demonstrates SERVICE to others in ways that impacts their professional and/or personal lives by connecting to them and adding value.
- Demonstrates commitment to EXCELLENCE. Regularly produces results that supports our mission.
- Demonstrates RESPONSIBILITY and ACCOUNTABILITY and contributes in a humble and selfless way.
- Contributes in ways that demonstrates VALUING people.
- Fosters an ENVIRONMENT of teamwork by seeking collaboration in achieving our collective goals.