



## Job Description

Job Title: Client Success Manager	Date: January 18, 2019
Reports To: Chief Operating Officer	FSLA Status: Base Salary + Bonus Incentive

### ***Summary/Purpose:***

You have a chance to work with some of the most progressive agricultural companies both in the US and International! The Client Success Manager will oversee all aspects associated with supporting our vast client base and will be their lead advocate for system enhancements/functionality. This person will work closely with cross functional teams to plan, coordinate and execute on client implementations and ongoing support needs. This position will work directly with customers to implement and support their business and strategic needs and is directly responsible for retention, success and support of all clients. This is your chance to join a fast-paced company with sights on major expansion...we promise you won't be bored!

### ***Needed Skills to Thrive:***

- Passion for working with Customers, often face to face at various levels in an organization.
- Incredibly organized, calculated and detailed oriented.
- Curious – a desire to truly understand what our customers are trying to accomplish both short and long term.
- Ability and willingness to learn, understand and clearly articulate inner workings of the livestock industry throughout the supply chain
- Be able to and excited about building, managing and mentoring a team to consistently deliver upon industry leading support
- Strong focus on industry relationships to retain clients and help grow the business
- Good business acumen and negotiation experience
- Management experience and ability to give clear direction to client success staff
- Strong SaaS based, metrics driven manager
- Strong Problem solver
- Willingness to speak and lead industry and customer events
- A positive, anything is possible outlook

### ***Additional Skills and Experience:***

- SaaS business model experience a plus
- Production management experience working in commercial swine and/or poultry industry helpful
- Food supply chain knowledge and organizations helpful
- Advanced degree holders such as MS, PhD, or DVM's are encouraged to apply

If interested in this position, please email a resume and references to [jobposting@metafarms.com](mailto:jobposting@metafarms.com) or mail to:

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