



## CLIENT SERVICES CONSULTANT

### Client Information

Our client is the leading global career transition and organizational consulting firm. This position will provide an attractive base salary, which will be complemented by a Management Incentive Plan, predicated on achievement of individual objectives and operating business results. Reporting to the Market Vice President, this newly created position will be located in Hartford, CT

### Key Responsibilities

- Business Development – call on senior business and/or human resources of medium and large businesses in the assigned territory to create market awareness of Right services and relevance to their business needs. Utilize solution selling techniques to advantageously position Right capabilities in outplacement, career development, organizational consulting and leadership development
- Relationship Building – build on connections with corporate clients to increase Right's understanding of the client's organizational needs, address those needs and serve as a valued advisor and friend. Conduct annual client satisfaction interviews with largest clients
- Planning and Coordination of Services – give oversight guidance and hands-on coordination to delivery of Right services, ensuring that the corporate client gets seamless delivery and high value
- Participate with others on the sales and marketing team to set targets for marketing activities in the territory
- Serve as Right spokesperson at client companies having downsizing activity, advising on effective communication, giving one-on-one orientations to individual clients affected. Provide regular feedback to corporate clients on the progress of individuals using Right services
- Follow through on monthly sales projections, tracking of opportunities, CRM and accounts receivable

- Participate on project teams as needed
- Ability to provide leadership to line executives and human resource generalist community. Technical skills and personal confidence in interacting with internal corporate consultants and corporate staff personnel as appropriate
- Capable of working independently but with maturity and seasoning to communicate appropriately so as to avoid surprises

### **Ideal Candidate Profile**

- Passion for customer-focused sales that result in solutions that delight customers
- Aggressive, self-assured and persistent
- A proactive nature with a bias for action
- Excellent written, verbal, presentation and negotiation skills
- Excellent understanding of products within products and other Right lines of business
- Ability to close

### **Background Required**

Occupational background of the ideal candidate:

- Minimum of 5 years in business-to-business sales environment, with emphasis on selling professional/consulting services or major account focus
- Tangible track record of success, with quantifiable results
- Had to have worked in a sales environment that practiced a disciplined methodology
- Established contact network in market to be served strongly preferred

### **Education**

- Bachelor's Degree required; Master's preferred