**About isolved**

isolved is an employee experience leader, providing intuitive, people-first HCM technology. Our solutions are delivered directly or through our partner network to more than five million employees and 145,000 employers — who use them every day to boost performance, increase productivity, and accelerate results while reducing risk. Our HCM platform, isolved People Cloud, seamlessly connects and manages the employee journey across talent management, HR & payroll, workforce management and engagement management functions. No matter the industry, we help high-growth organizations employ, enable and empower their workforce by transforming employee experience for a better today and a better tomorrow. For more information, visit [www.isolvedhcm.com](http://www.isolvedhcm.com).

**Strategic Relationship Manager**

Location: Any

**Job Summary:**

The Strategic Relationship Manager (SRM) is responsible for overall client success and retention for their assigned book of clients.  The SRM is expected to work closing with their assigned clients in order to develop and execute client success plans that are focused on helping the client fully utilize the isolved HCM platform.  The SRM must be able to work effectively with all levels of internal leadership, including with sales, implementation, support and operations in order to drive client success.  The SRM will work side by side with all levels of client leadership in order to understand key business needs and objectives which ultimately impact client satisfaction, retention and product adoption.

**Core Job Duties:**

* Build and strengthen client relationships by developing success plans and executing on those plans in a timely and organized manner.
* Manage client expectations and desired outcomes using strong leadership, project management, presentation skills and business acumen.
* Leverage the isolved HCM organization to ensure we build trust, client loyalty and product adoption.
* Manage the client experience across business units to ensure a seamless, unified experience with all support and delivery teams.
* Act as the isolved HCM client advocate for assigned book of clients, ensuring key decision makers understand the value of isolved HCM.
* Proactively help the client meet their business objectives by becoming a true partner who can help educate and guide the client through business transformation and HCM marketplace changes.
* Create and manage client reference-ability plans for assigned book of clients.
* Coordinate and manage regularly scheduled meetings with clients to ensure day-to-day operations run as expected and that special projects and product implementations run smoothly.
* While maintaining the highest level of integrity, negotiate successful outcomes in difficult or challenging situations that pertain to product features and functionality, pricing, service level expectations and general support needs.
* Report client status to all levels of the organization using both qualitative and quantitative measures.

**Minimum Qualifications:**

* Bachelor's Degree
* Optional: S/PHR, CPP, FPC, CEBS
* 3 5 years of experience managing strategic client accounts
* Demonstrated industry experience in HCM, HR, Payroll, Benefits, or equivalent business segment

*isolved offers competitive total rewards including health & welfare benefits, career development and advancement opportunities, 401k match, annual merit and pay for performance bonus eligibility and a flexible, safe work environment.*

*We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. isolved is a progressive and open-minded meritocracy. If you are smart and good at what you do, come as you are.*