



Job Title: Client Relationship Manager

Job Location: Remote (U.S.-based) position with required travel to Boston 4 times annually

Type: Full-time

Hiring Manager: Elizabeth Kelton, Head of Customer Success

About TLC:

Founded by Harvard Business School Professor Frances Frei, best-selling author Anne Morriss, and technology executive Cara Shortsleeve, The Leadership Consortium (TLC) is a premier provider of leadership development and executive coaching. Since 2018, TLC has helped senior leaders unlock their full potential and lead with greater impact. Along the way, we've forged strong enterprise partnerships with 80+ companies (including Google, Walmart, L'Oreal, the NBA, and dozens more) in 50+ countries, and have been recognized for innovative high-impact work by Inc., the Stevie Awards, and BostInno.

We're based in Greater Boston and fully embrace flexible, remote work. For team members outside Boston, travel is required quarterly for in-person team meetings; additional travel may be required from time to time pending business needs. We offer competitive pay and benefits—including health coverage, retirement support, generous time off, and the flexibility to do your best work from wherever you are.

About the Role:

Our Customer Success team develops and executes TLC's vision and strategy for exceptional client partnerships and retention. This team conveys the "voice of the customer" to the TLC team, influencing the evolution and expansion of TLC products. We are hiring a **Client Relationship Manager** to support and partner with the Head of Customer Success in service of our mission to delight and retain every TLC client.

This **hands-on customer success role** is central to our success as a business. You'll serve as the right hand support to the Head of Customer Success, managing the growth of a subset of TLC clients directly while also performing key tasks that serve the full TLC client portfolio. You'll orchestrate timelines, touchpoints and collateral to power a high-touch, human-centered experience for TLC customers while collaborating across the TLC team in service of our shared success.

What You'll Do:

Direct Account Management

In partnership with the Head of Customer Success, you will execute TLC's vision and strategy for client partnerships and retention. You will assume responsibility for the overall client experience and revenue growth for a subset of TLC's clients.

- Own the full client lifecycle, including: company onboarding; participant onboarding; reactive service; proactive cross selling; invoicing; negotiating and signing ongoing business.
- Nurture key strategic relationships through all forms of communication; including calls, emails, on a weekly/monthly basis.
- Analyze client business needs, identify strategic partnership opportunities, and develop strategies to ensure customer growth, satisfaction, and retention.
- Serve as a strategic partner to the client and evaluate the impact of TLC on each company and its participants. You will analyze data, build compelling reports and present findings back to clients.
- Act as customers' advocate within TLC, spotting opportunities to enhance their experience and working cross-functionally within TLC to implement them.

Support the TLC Client Portfolio - Operations

- Deeply understand the customer lifecycle from onboarding through exit.
- Create a comprehensive internal calendar on an annual basis, noting key dates and deliverables, to enable the success of the broader TLC Customer Success team, our clients, and our points of contact at client organizations.
- Consistently evaluate our relationship management processes to ensure optimal efficiency and effectiveness; suggest iterations and improvements to increase quality, efficiency and speed.
- Consider and recommend the strategic use of AI to improve our internal operations.

Support the TLC Client Portfolio - Communications

- Create and foster a supportive & engaged community of program managers within client organizations.
- Similar to a product marketing or sales enablement role, create and maintain the templates, communications, sales and marketing assets and all collateral broadly provided to our Program Manager community.
- Consistently evaluate and evolve our resources to ensure we support our customers most effectively and in line with TLC's vision for client experience.
- Consider and recommend the strategic use of AI to improve our communications broadly.

Cross-Functional Support & Duties as Assigned: As part of a small, fast-paced team, collaborate cross-functionally in service of TLC's broader goals. Contribute to periodic high-impact, cross-team initiatives, such as social media, ad hoc vendor management, collateral development, events, etc.

What you bring:

- Dedication to superb client service; customer first mentality; you are known for your deep relationships with accounts who consider you a trusted advisor

- Over 5 years of experience and proven track record in account management, sales, and customer service and execution
 - Whiz at content creation: create strategic presentations, reports, and assets (tear sheets, email templates) that resonate with prospects and customers
 - Detail-oriented and highly organized; adores a good process
 - Community builder; enjoy bringing clients together to connect and learn from each other
 - Data-driven; enjoy analyzing large sets of data to tell stories and demonstrating ROI
 - Goal oriented; thrive when faced with a clear goal; proven track record of exceeding goals
 - Entrepreneurial attitude, comfort with ambiguity, ability to thrive in a scrappy environment
 - Excellent communicator and public speaker
 - Experience working with CRMs such as HubSpot
 - Experience with using AI to improve customer experience
 - Excellent academic credentials; BA or BS required
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How to Apply:

If you're interested in this opportunity, please email careers@tlcleaders.com with the following:

- A link to your LinkedIn profile
- Your resume
- Optional: A brief cover letter sharing why this opportunity excites you and how it fits into your career journey

We look forward to hearing from you!