

Overview

You're an experience builder. You have insight, energy, and empathy. You aren't afraid to give the candid feedback that might make a situation a bit better. You're looking for a chance to have creative direction, high autonomy, and positional authority to help transform a product, a company, and an entire industry.

Client Savvy works with professional services firms to Design, Implement and Measure Client Experience programs. We work with our clients to improve relationships, design new processes and use the data to make the challenging goals a reality. We're searching for a team member to help bring our technology in line with our passion for CX.

We have a mature SaaS application (www.clientfeedbacktool.com/cft) with nearly 15 years of development behind it. While competent and effective, we see a future where the product is greatly re-imagined to better help our clients achieve their objectives while driving up adoption and revenue retention. We are looking for a motivated individual to join our small but growing team who will take end-to-end ownership of the product. We have developers, QA, support, client success, and all the other staff in place to drive a successful business. We have grown to the point where we need someone focused solely on making the software (representing 65% of revenue) the best it can be.

Your job will include understanding user needs, designing workflows, use cases, and UI's to enable those needs, managing development (scrum/agile) to implement the changes, and collaborating with our support and success teams to enable them to understand, support, and deploy new / revised solutions.

The office is a vibrant group of 10 professionals who are thrilled to be a part of Client Savvy's huge potential in the market place. This group is fun, but also disciplined in doing whatever it takes to get the job done, and get the job done right. There is a huge upside at Client Savvy! How often do you have a chance to join an already profitable company, that grew 76% in 2018, and yet is poised to grow even faster?

Client Savvy is growing by building a team with high-potential individuals. Relevant professional experience is preferred, but high achieving early/new career individuals with relevant educational/hobbyist experience is acceptable. Do you have what it takes?

Strategic Objectives – How You Support Client Savvy's Strategy (see attached to strategic priorities)

- **10X Thinking:** A larger company will prioritize UX as the differentiating factor in their technology product.
- **Drop 20% of our Work:** A UX manager will help us investigate internal systems and processes to drive efficiency in all we do.
- **Generate Content Constantly:** Create communications to our users that compel them to increase usage based on new and evolving capabilities.
- **Challenge all Assumptions:** We have a mature platform. Break what needs breaking, fix what needs fixing, lead us to rethink how we solve the problems our clients need solving.
- **Know our Clients:** You will develop the most intimate understanding of how our users interact with our product in order to deliver more value to them.
- **Deliver Compelling Insights:** Our users generate a treasure trove of data, but the frequency they discover insights on their own is limited by current software designs. You'll develop role-based

experiences and appropriate presentations of information to make valuable insight discovery happen regularly and automatically.

- **Solve Top Usability Problems with the Tool:** Job #1 for our UX leader
- **No Waiting:** This transcends simply making the UI more responsive. You will enable users to answer their own questions and find their own insights without having to engage their client success manager.
- **Develop Rational Business Processes and Systems:** Support the rest of the team in applying a UX approaches to internal use system and process design.
- **Nurture 3rd Party Support:** Collaborate with industry partners with distinct software platforms and identify ways to aggregate and present information and insights enhanced with data from multiple sources.
- **Make CXps Our Most Important Product:** Support our annual conference/event by helping design information presentation related to content, schedule, etc. Facilitate an annual user round-table at the event to gather user requests and gain feedback on roadmap and planned features.

The Day to Day Job Duties

UX Management

- Perform UX design including research, use cases, wireframing, testing
- Identify UX and use goals
- Integrate the Client Feedback Tool UX into Client Savvy's larger CX efforts
- Analyze data, trends, competition
- Provide design direction (and, ideally, final designs) to development team

Product Management

- Collaborate closely with co-founder & Chief Experience Officer on product direction and priorities
- Determine the demand for features, capabilities, and use cases
- Oversee product development and monitor industry trends that indicate need for new products / services
- Plan and manage the product roadmap
- Collaborate with marketing, support, and Client Success to communicate core value propositions
- Engage with clients and potential clients to develop new solutions to unique business challenges

Development Management

- Plan, direct, and coordinate all activities associated with writing our software product(s)
- Run daily scrums and manage regular sprints to drive high throughput and quality
- Prioritize features and tasks based on business case and user demand
- Schedule and manage testing and deployment of new releases
- Manage documentation and backlog in Jira
- Document new features for support, success and user groups.



UX / Product / Development Manager

Reporting, Administration, Team Meetings

- Team Meetings
- Development meetings (with remote 3-person team in Bulgaria)
- Collaboration meetings
- Timesheets, etc.
- Documentation of processes

Compensation:

Title: User Experience Manager

Our new UX Manager will enjoy:

- Salary \$65,000-\$75,000
- Bonus and Incentive structure
- Flex time / work-life balance
- Paid Vacation / Sick Time (17 days/year)
- Paid Holidays (9 days/year)
- Comprehensive Benefit Package (Health, Dental, Vision, Life, ST/LT)
- 401(k) Plan with matching
- Ability to advance career and earnings with acquired experience

Skills Required:

- A portfolio of relevant examples.
- Bachelor's degree, or equivalent, is required, preferably in a design or comp/sic-related field
- Comprehensive knowledge of UX best practices.
- Comprehensive understanding of SDLC best practices.
- 1+ years working in an Agile environment.
- Comfort level with working independently.
- High level of self-motivation with strong character and ethics.
- Ability to interact successfully with all levels of an organization.
- Highly effective communication skills - oral, written, and graphic.
- Demonstrated leadership capabilities.
- Strong interpersonal skills to build rapport with prospective and existing customers.
- Organizational skills and effective time management to succeed in a semi-autonomous, fast-paced environment.
- Comprehensive office technology knowledge, including Windows, MS Office (Excel), Outlook, and Smart devices.
- Highly organized and detail oriented.
- Ability to think outside the box and juggle many different things at once.

Additional Skills Desired but not Required:

- A background in Feedback or Data and Analytics Software
- Experience in Professional Services I.e. Architecture, Engineering, Legal, Construction, Technology, Accounting, etc.
- Jira
- .NET
- JavaScript
- BI Tools
- Adobe Suite
- Salesforce experience

Client Savvy's Vision

To create a future where the majority of professional services organizations adopt CX as a core business discipline (and to capitalize on our first-mover advantage in the industry).

Client Savvy's Mission

Client Savvy Will Enable Our Clients To:

Understand the value they bring to their clients,
Create more value through deeper client understanding,
Recognize that they are valued which is fun and rewarding,
Achieve business success through increased loyalty and growth,
And look like heroes every day.

Client Savvy's Core Values

Exemplary CX – Thoughtfully designing unique client experiences that are responsive to individual requests while anticipating questions and needs.

Create Value - Consistently seeking to understand the top business priorities and challenges of each client and then using that knowledge to help them achieve success.

Community Makers – Creating communities that inspire others to become active CX practitioners; connecting with peers to build their own communities that will grow and celebrate success together.

Integrity – Recognizing we are accountable to our team members and to our clients by demonstrating commitment, honesty, and openly fearless communication.

Client Savvy's Desired Brand Attributes

Experience Makers – Our clients should talk about the experience they have with us more than they talk about the specific nature of work we do. They should be able to clearly recognize moments that we have designed for them, and describe us as helpful, anticipatory, focused.

Pioneering – Our clients should ascribe to us attributes used on pioneers. Rather than distant explorers, we are the wagon leaders close by, guiding the group of fellow travelers forward, bravely but safely, towards a better future. We know where to go, how to get there, yet stay close, helping as needed.

Deep Industry Knowledge – We understand the struggles and challenges our clients face, and work with each where they are to succeed. We know the problems our clients commonly encounter and help create solutions to those problems.

Strategic Priorities

10X Thinking – We will never be a ten times larger as a company if we continue behaving like size company we are today. Constantly evaluate what we do, and ask ourselves, “is this what we’d be doing if we were ten times bigger?”

Drop 20% of Our Work – We cannot grow if we hang onto the wasteful activities holding us back. Constantly seek to identify repetitive tasks, and apply technology or improved process to reduce time spent on them. We will be out best spending time strategically, not tactically.

Generate Content Constantly – to support and reinforce all priorities.

Radical Simplicity – Let’s stop assuming everything needs to be bespoke and custom tailored. At times, and at the right price, bring extensive personalization to our work. For all others, lean on best practices, proven processes, and help ourselves and our clients simplify as much as possible. Effectiveness of outcome trumps purity of the ideal.

Challenge all Assumptions – What can we do for our clients they aren’t doing for themselves? What should our clients be doing that we’re currently doing for them? We have not yet found the best way to do anything, so be ready to pivot once a better idea is found.

Know our Clients – Prioritize the completion and operation of our client monitoring tools and processes, tracking their POWER goals, tool usage, and more. This is foundational to client success, driving retention, higher margins, and promoter behavior. When we have successfully developed a POWER goal, helped our client achieve success, and measured their delight, we should *activate that promoter* into multiple warm introductions with endorsements.

Deliver Compelling Insights – For each POWER goal we document, design a report that gives the information needed for the client to act. Develop a process and execute the timely delivery of those insights to the client.

Solve Top Usability Problems with Tool – Engage in mobile, integrating tightly with calendar, email, and other available resources to prompt use proactively, at the right time, to the right people.

No Waiting – Develop tools and scale to eliminate waiting from our users. Proactively push information, provide asynchronous interfaces, and a backend to support so users are delighted by user experience.

Develop Rational Business Processes and Systems – Identify and implement the processes and systems to allow rapid scaling of our company. Anticipate how we’ll handle adding employees, developing training, managing spending, and other core needs.

Nurture 3rd Party Support – work closely with our vendors and partners to assure they deliver an experience and service we can be proud of

Make CXps Our Most Important Product – As we seek to change several industries and markets unprepared for the work we do, the communities, case studies, and successes created and shared at CXps become a foundational driver for our growth and adoption of our services.

Keep CX the Center – Do all of the above in alignment with our core values, to nurture our desired brand attributes, while acting like a 10X bigger company.

Client Savvy's Core Value Execution

Exemplary CX – Job number one is to lead by example, creating client experiences that are noticeably delightful, engaging, easy, and memorable. We need to understand our clients, at times better than they understand themselves. We should seek to identify what motivates each client, learn and manage their expectations. We should be both responsive to their requests, and pro-active, anticipating their questions and needs. Encounters with our clients should be thoughtfully prepared. We should design all our anticipated interactions. We should listen carefully, seek feedback regularly, and always guide our clients toward success, however each client defines it.

Create Value - We should all consistently seek to understand the top business priorities and challenges each client faces, document and share those objectives with each other, and thoughtfully and visibly help our clients achieve success in those areas. We should celebrate their successes when they achieve their objectives. If we don't know WHY a client is doing business with us, e.g., what problem we're helping them solve, we cannot intentionally create value for them.

Community Makers – As we push the boundaries of innovation in CX, we must help our clients feel connected to a group of peers on the same journey as they are. Few feel safe taking risks, or feeling alone in their journey, especially when the change they are promoting faces resistance or indifference. Community connects these fellow journeymen to encourage each other, to build excitement, and to celebrate successes together. Our lasting impact on an industry will be directly measured by the strength of the informal network of CX practitioners. We must diligently help each client meet peers, share ideas, and create lasting friendships outside our direct involvement.

Integrity – Our motives, while commercial in intent, are backed by a core belief that the human beings we serve will be better because of our existence. We are helping others create lasting, harmonious relationships. We need to do that amongst ourselves, demonstrating commitment, honesty, and open, fearless communication. We are accountable to ourselves and to each other, delivering on our promises, and helping each other become the best version of ourselves possible.



Client Savvy's Opportunity Statement

Opportunity: Client Experience as a business practice has not entered mainstream adoption within professional services. Fewer than 5% of PS firms have a CX strategy.

Solves: Professional services firms face increasing commoditization and struggle to differentiate services and pricing. Lackluster attention to CX diminishes value for all parties, increasing stress, while increasing costs for the buyer and reducing margins for the seller.

Includes: The bundling of CX services (strategy, design, implementation) along with tools (Client Feedback Tool and others) to provide measurement and support for CX excellence.

Builds: CS' software product is currently the top of the market (as the only tool). The inclusion of CX strategy and consulting doubles the value of typical engagements and increases the value of our services leading to lower client churn.

Potential: Client Savvy has 2% market share of AEC, less than 1% in legal, and a few prototype clients in other verticals. Without any direct competitors, we have first-mover advantage to become the de facto standard-bearer of CX tools and strategies in professional services markets. We have proven we can deliver both services and tools profitably. Market potential would enable 10X growth before likely attracting attention of out-of-market competitors, while first-mover advantage could enable 100X growth before reaching majority-share of targeted markets.

Fits: AEC, Legal, Accounting, Managed Services, Management Consulting, Advertising & Agencies, Contract Research Organizations, Project-Based Technology Providers, Enterprise B2B Sales, Construction Owners, and more. Also includes developing a deep partner network of independent consultants and other management / marketing consultancies who can extend their services to include Client Savvy tools and products.