

PAYRECS

Client Success Manager

Position Overview

Our client, **PayRecs**, delivers a simple, impactful and transparent app to banks and businesses that efficiently and smoothly move money across the globe guiding their clients to remain competitive.

They are a small fintech startup that is scaling quickly and we're looking for an inquisitive, bright, multi-disciplinary hustler to join their founding team. Because they're small, you'll wear multiple hats and your role will evolve over time. A person who's a good fit for PayRecs has an entrepreneurial spirit and a challenger's mindset so they're comfortable with wearing all of those hats and excited about the prospect of shaping their role today and in the future.

With a desire to collaborate and strong time management skills, you'll be a true partner in the growth of the company by onboarding new clients and providing training resources. PayRecs is experiencing rapid growth and you will play a critical role in capitalizing on those opportunities by assisting the sales team and guiding end users through implementation.

PayRecs is looking for a **Client Success Manager** who will be responsible for helping us to onboard new clients and train end users on our platform. In this role, you will work closely with the internal team and end users to ensure our platform is seamlessly implemented, well utilized, and a great customer experience is had.

Key Responsibilities

- Organize and manage all aspects of client implementations to ensure a successful deployment of PayRecs product(s).
- Conduct client-facing implementation learning resources.
- Support the development and facilitation of web-based system training.
- Serve as the primary training representative for the development and delivery of customized training solutions and documentation.
- Learn and apply customer needs while leveraging business knowledge to ensure client satisfaction of delivery outcomes.

Requirements

- 3+ years of experience in client interactions, preferably in a B2B environment.
- Strong written and verbal communication, presentation, organization, and time management skills.
- Desire to work with all cross functional teams and external clients.
- Strong interpersonal skills and empathy help guide customers through the onboarding and implementation process.

PayRecs Culture

Our team members are:

- *Empowered*: experts who bring their knowledge to the table every day
- *Trusting*: we're all here to do our best and do right by each other
- *Inquisitive*: we ask questions and love to learn
- *Transparent*: building a foundation of trust and honest communication, and they have a
- *Challenger's mindset*. We're bold but not reckless. We're serious about the job we do and elevating the reputations of the clients we serve.

Benefits & How to Apply

In addition to growth within the company, we offer unlimited PTO, employee stock options, top tier health care plan options, and an annual stipend for office supplies.

A Slice of HR is working with this client on a retained search basis. If you meet the qualifications and want to join this team of talented, inspired individuals who share our values and understand that leadership is a quality, not a title, please send your resume to merissa@asliceofhr.com.