

Director, Client Services - Montreal

The Director, Client Services will work with client management to set strategic and business objectives for the product line, provide expert-level advisory to assist client management optimally position and market value-added services, plan and lead programs and projects designed to continually increase end-user adoption of our services, identify opportunities for support cost reduction, and deepen the relationship with the client.

The Director, Client Services reports directly to the Vice President, Client Services, and works with the Project Management Office, Customer Support, Network Operations, Current Engineering (Professional Services), Product Management, and Engineering. He or she may have one or two direct reports depending on the workload and the complexity of the specific accounts for which they are responsible.

With the client, develop and track performance against financial and strategic business plans.

With the assistance of the Project Manager, the position leads a cross-functional team to successfully design, deploy and operate client solutions.

Responsible and accountable for achieving overall client account financial and client satisfaction targets.

Develop strong relationships with senior decision makers within the account.

Drive activities and programs that deliver high levels of return on investment.

Lead client teams to develop and apply of higher levels of internal investment.

Support client managers in the development of business cases in the development of successful business cases.

Influence client's product marketing strategy.

Identify opportunities for and initiate processes improvement and support cost reduction strategies
Assist client to develop strategic and financial objectives and plans.

Ensure deployment required resources to deliver on client objectives.

Report, on a regular basis, on client performance.