# Director of Client Services

* **Reporting manager:** President
* **Location:** North America, Remote
* **Direct Reports:** Sr. Client Services Account Manager, Client Services Account Manager, Client Services Project and Implementation Manager, Support Resources
* **Salary:** Dependent upon experience
* **Hours:** Full-Time (40+ hours per week)
* **Schedule:** Monday – Friday with requirement to participate in morning meetings (Pacific Time, 0830)

**SUMMARY**

Dependable Solutions, Inc. (DSI) enhances licensing processes by providing secure automated solutions for managing intellectual properties and royalties.

The Director of Client Services provides the strategic direction, leadership, and day‐to‐day management of the DSI Client Services team. Responsibilities include overseeing new client implementations, client training and enhancing existing client relationships across 75 clients with a team of 8 Client Services Resources. The Director of Client Services collaborates with DSI teams in Europe, North America, and Asia.

**ESSENTIAL FUNCTIONS**

* Set strategic direction for the Client Services department.
* Mentor the Client Services team to develop strong client relationships from new business sales support to implementation and renewal.
* Proactively understand our client’s goals, challenges, and opportunities and how to apply DSI services and products to support business needs.
* Retain and further develop existing client base through adding services and products.
* Establish processes and ensure optimal customer service is provided.
* Drive employee satisfaction through clear goal-setting and ongoing employee training and support.
* Oversee client training on all products and services.
* Support the Marketing Team to develop client summits and webinars
* Attend industry and client events.
* Work closely with leadership across departments to achieve company goals.

**CORE COMPETENCIES/SKILLS/ABILITIES**

* Demonstrated success in a fast-paced environment built around measurable goals and outcomes.
* Prior experience of managing a team of 5 or more remote people.
* Outwardly visible leadership skills, patience, and mentorship skills.
* Ability to resolve issues and collaborate with other key stakeholders to drive revenue and customer growth.
* Strong and effective written and verbal English communication skills.
* Ability to learn new technology systems and tools.

**BASIC QUALIFICATIONS**

* Bachelor’s degree in Business, Advertising, Marketing, or related field.
* Licensing industry experience 5+ years.
* Prior experience with SAAS or software customer service.
* Experience using Microsoft CRM tools, Zendesk, Sales Force case management/ticketing tools.
* Proficient in Microsoft Office (Outlook, MS Project, Word, Excel and PowerPoint).
* Knowledge on JIRA, DevOps, Asana, or similar development/project management tools.

**How to apply**

Please email a resume and cover letter demonstrating how you meet the above requirements to careers@dependablerights.com. Qualified candidates will be invited for an initial Microsoft Teams interview. Candidates who are invited to interview for this position should be prepared to discuss their relevant industry experience and answer questions designed to gauge their qualification.

Additional consideration will be made for all candidates who are well prepared for their interview.