

Title: Client Solutions Manager
Reports to: CEO
Compensation: DOE

Start Date: Upon Hire
Location: San Francisco, CA

Company Description:

Doppio Group is a global ERP advisory business with offices in San Francisco (HQ), Melbourne, Australia, and Bangalore, India. We lead digital transformation initiatives that solve business challenges for manufacturing, distribution, equipment rental, and fashion companies. Our primary focus is providing integration and implementation services for Infor [and third party] technologies on-premise and in the cloud (AWS).

Description of Role:

Doppio Group is seeking an experienced senior consultant or manager from a top tier consulting firm or similar IT background who possesses profound problem solving expertise and visionary thinking. The role will be a trusted partner to both clients and all Doppio Group team members. As the CEO's right hand wo(man), the Client Partner will make business critical decisions across all functions in support of the firm. This individual will ensure customers are aware of and have confidence in the company's full range of products and services. Prior success in roles centered around the intersection of business objectives and IT strategy is preferred.

Primary Responsibilities:

- Client Success
 - Identify and address client needs by developing relationships with each unique customer
 - Ensure clients are aware of Doppio Group's growing capabilities through regular touch points
 - Convert professional services customers to managed services
- Business Development
 - Influence revenues by identifying, pursuing, and obtaining additional consulting opportunities through solution selling and strong account management
 - Understand business requirements to successfully build business cases and pricing models
 - Composing and formatting detailed statements of work to win new business
 - Guide marketing initiatives with customer and delivery team feedback
- Delivery & Operations
 - Leverage industry and technical expertise to understand clients' business/technology landscape
 - Identify & execute strategic initiatives - develop new service offerings, assess hiring needs, etc.
 - Guide product development initiatives to align with market demand and user stories

Requirements:

- 4 years minimum experience in management consulting or IT management
- Experience implementing technology solutions to streamline organizational needs
- Proven, extensive experience developing proposals and presentations for C-suite
- Analytical thinker able tell stories with numbers and analyses using Microsoft Excel

Knowledge & Skills Preferred:

- Demonstrable empathy and team player characteristic to create sense of trust
- Experience leading and motivating large teams, establishing direction by generating a clear vision
- Understanding of industry standard ERP, its industry vertical solutions, and ecosystem partners
- Working knowledge of one or more target industries, such as process or discrete manufacturing