



Manager of Business Solutions

ZeeProbe creates business, financial intelligence and web solutions for franchised, retail and multi-unit type organizations around the world to help meet your most ambitious goals of growing a profitable and healthy network of business units that are following your systems as well as communicating and sharing relevant information with you and each other

ZeeProbe is uniquely positioned to service your needs regardless of organization size and number of units with our scalable and customizable market intelligence, financial intelligence and web solutions. Utilizing the latest technology enables us to bring you fast, powerful and meaningful data real-time via sophisticated web programming tools supported by 24/7 work process combined with our well rounded and experienced management, project and technical team

We are seeking an energetic and experienced Manager of Business Solutions whose role is to manage activities relating to our growing client base. The responsibilities include developing a relationship with the client and ensuring that all client needs are handled in a timely and professional manner. The focus of this position is ongoing service throughout the clients' lifecycle to ensure that we optimize projects and service while maintaining awareness for additional business opportunities within the client base to maximum revenue growth. The position will report to the Vice President of Business Solutions

Job responsibilities

- Provides friendly, courteous, professional support to assigned clients by cultivating positive, professional and interpersonal relationships and partnerships
- Understands and integrates current and long term business needs of areas of focus, and leverages those needs against available resources
- Develops strategies and provides strategic support to clients and organization by foreseeing obstacles and opportunities in order to anticipate, analyze and solve business challenges and communicated proactively for timely resolution
- Relative to market research and consumer insights related projects, coordinates with sample panel providers for pricing and proposal related matters and manages the project/study from inception to completion with client, project and technical team
- Regular education of the company products and solutions to existing client base to grow the accounts
- Maintain working relations with customers and offer alternatives to un-resolvable problems and issues
- Remains current on changes in policies, procedures and product offerings

- Work with VP of Business Solutions to prepare client proposals, contracts, presentation decks and participate in presentations when necessary online or in person with client
- Assist management, other departments, and other company personnel when needed
- Provides value added service to clients by doing whatever reasonable and possible to meet or exceed customer expectations
- Demonstrates teamwork by cooperating and assisting co-workers as needed
- Communicates effectively with clients, co-workers, management, vendors and sample providers
- Performs other duties as required to provide excellent service and teamwork
- Maintain confidentiality of all client and company information
- Adheres to policies and procedures
- Performs other duties and special projects from time to time as requested by the Management or as business needs dictate
- Develop and maintain the professional image and corporate philosophy
- Represent the organization in public events, i.e., trade shows, and other events/seminars as required
- Maintain honesty and integrity in all dealings with utmost professionalism

Requirements

- BA/BS in marketing or business or related field
- 3+ years of experience in marketing, market research, project management, account management and customer service. Experience in market research environment preferred. Franchise experience a plus
- Previous corporate customer relationship experience or similar exposure to customer service/account management
- Ability to manage accounts successfully through addressing questions and concerns, timely response of requests, multi-tasking, shifting priorities and excellent follow through in a fast paced high tech virtual environment
- Effective time management. Good understanding of etiquette, procedures and equipment
- Ability to exercise independent judgment
- Professional and effective oral and written communication skills
- Must be a self-starter, i.e., enthusiastic and outgoing personality
- Excellent project management and PC skills required. Outlook, Word, Excel, PowerPoint. Access and database skills a plus. Must be web/tech-savvy and good knowledge of using online communication and presentation tools
- Good perception of client requirements and the ability to identify growth opportunities with a consultative mindset
- Analyzes and implements solutions as per client needs and coordinates with technical and project team to deliver results to exceed client objectives
- Schedules and coordinates work efforts based upon business priorities, removes obstacles to productivity and exercises sound judgment to ensure project profitability
- High level of initiative and self-motivation
- Leadership - ability to command and influence across lines of authority as well as up and down a hierarchy
- Self driven. Works with minimum supervision, but communicates well on updates on projects
- Can act independently and make appropriate decisions while keeping management informed
- Deep understanding of customer issues and concerns
- Ability to work and excel in a team and independent environment a must
- Proactive outgoing nature with a "can do" attitude

- Good people skills, team orientation, and professional attitude
- Ability to “Think Outside the Box”
- Suggest creative techniques, tools, and processes to improve all aspects of client and team performance
- Excellent communicator with rapid follow through skills

We offer a competitive salary, bonus and full benefits including paid vacation/sick time, paid holidays and a team oriented working environment. This position will be a home office position. Local Dallas area candidates preferred.

We are an Equal Opportunity Employer.

Please send resume and salary requirements to Prit Sen at psen@zeeprobe.com