



Job Title: Client Success Advocate

Location: Remote

Company: InSource Solutions

About Us:

InSource Solutions is a leading industrial software solutions provider and a trusted partner of AVEVA, a global leader in engineering and industrial software. Leveraging AVEVA and other partner's portfolios, we specialize in delivering cutting-edge services and solutions that empower businesses across various industries to optimize their operations, improve efficiency, and achieve their digital transformation goals.

Position Summary:

We are seeking a highly motivated individual to join our team with a primary focus on our high growth potential subscription accounts. In this role you will develop and deliver Digital Touches and ensure a positive Client Experience while driving Solution Adoption. This role will support the Client Success and Sales Leadership team with FLEX Subscription tools and processes with the goal of becoming the FLEX Subscription Subject Matter Expert.

Key Responsibilities:

- Ensure Subscription accounts are set up, onboarded, and receive an appropriate level of Client Success touches to drive solution adoption.
- Lead initial "digital handshakes" through NetSuite research and collaborate with Sales Support and/or Account Management to ensure scope is understood.
- Ensure clients receive software through the respective subscription tools (GCS FLEX, Connect, etc.).
- Provide digital onboarding and Client Success Touch activities to ensure Clients understand entitlements and how to receive support.
- Become knowledgeable of the AVEVA Connect and FLEX Subscription models and tools to support internal and external clients.
- Support internal resources such as Sales Support, Account Managers, and other Client Success Advocates through a deep understanding of the Subscription processes.
- Identify and qualify leads that will convert extensions and expansions into other offerings.
- Ensure the FLEX Parts Tool is updated based on AVEVA's latest releases and other FLEX Subscription modifications.
- Help maintain, update, and distribute internal subscription utilization and tracking tools.
- Ensure Subscription Usage Reports are updated, distributed, and utilized internally.
- Develop and execute Digital Touch Client Success Plan.

Qualifications:

- 3-5 years of experience in one of the following fields: customer success, business, inside sales, technical consulting.
- Bachelor's degree or comparable work experience.
- Understand AVEVA Subscription offerings and Licensing.
- Understand common challenges in manufacturing and ability to utilize offering to solve these challenges.
- Strong interpersonal skills.
- Ability to communicate effectively with various audiences and deliver a positive client experience.
- Positive attitude and growth mindset.
- Demonstrated analytical and problem-solving abilities.
- Strong collaborative skills.
- Motivated self-starter who thrives on prioritization and follow-through.
- Willingness to support other internal resources.
- Proficient in Microsoft Office with advanced Excel skills.

Why Join Us:

Joining InSource Solutions offers the opportunity to work at the forefront of technology and innovation. You will have the chance to make a significant impact on our business and help customers in various industries achieve their digital transformation goals.

If you are passionate about selling cutting-edge solutions, have a deep understanding of manufacturing, are driven to succeed, and want to be an owner of a rapidly growing ESOP, we encourage you to apply and become part of our dynamic team.