



Position Specification

At Procure Impact, we believe in creating meaningful, long-lasting partnerships. As an e-commerce platform that connects corporate buyers with life-changing products, we are dedicated to helping our customers discover impactful high-quality products tailored to their unique requirements. Our team is dedicated to understanding our clients' needs, delivering tailored solutions, and building relationships rooted in trust and collaboration. We view every client interaction as an opportunity to partner for success, focusing on mutual growth and shared goals.

As a **Customer Success Manager**, you will play a pivotal role in fostering strong client relationships within the hospitality sector and identifying growth opportunities for our business. You will act as a trusted partner, providing guidance, support, and strategic insights to help customers identify products that create meaningful experiences for hospitality guests.

Position	Customer Success Manager
Location	Full-time/Remote/Preference for Washington-DC area
Reporting Relationship	Sales Operations Manager
Website	www.procureimpact.us

About Procure Impact

We believe in the power of business to create lasting, positive change. Our dynamic B2B Marketplace gives companies access to a vetted portfolio of hand-crafted and high-quality wholesale, bulk, retail, and corporate gifting products manufactured exclusively by vendors that employ underestimated populations in the USA. Every vendor on our platform provides job opportunities to veterans, at-risk youth, refugees, individuals with disabilities, and those experiencing barriers to work such as poverty, incarceration, homelessness, mental health & trauma, and substance-use disorder. We currently work with over 1,900 hotels, top brands, management companies, and owners in the hospitality sector and have a network of over 100 vendors. Our platform serves as a catalyst for social change, connecting businesses with impactful products and services.

About the Opportunity

Position Overview:

We are seeking a motivated and results-driven **Customer Success Manager** to join our sales team. The ideal candidate will be responsible for managing inbound and outbound sales activities, building relationships with potential clients, and driving revenue growth. This role requires excellent communication skills, a strong understanding of our marketplace, and the ability to thrive in a fast-paced environment.

Key Responsibilities:

- **Client Relationship Management:** Build and maintain strong relationships with existing customers understanding their needs and providing tailored solutions to meet their requirements.
- **Inbound and Outbound Sales:** Handle inbound sales inquiries and proactively reach out to new assigned clients via phone, email, and other communication channels.
- **Sales Targets:** Achieve and exceed monthly, quarterly, and annual sales targets and KPIs.

- **Product Knowledge:** Develop a deep understanding of our marketplace offerings, staying updated on new products, services, and industry trends.
- **CRM Management:** Maintain accurate and up-to-date records in the CRM system, including client interactions, sales activities, and pipeline management.
- **Collaboration:** Work closely with the marketing and customer support teams to ensure a seamless customer experience.
- **Reporting:** Prepare and present regular sales reports to the management team, providing insights and recommendations for improvement.

Who You Are

- You are heart-forward, passionate and motivated by the mission.
- You are comfortable in a lean start-up environment and are both a strategic leader and a strong individual contributor.
- You are highly entrepreneurial, adaptable, and agile and have examples of major pivots and challenges you have overcome under pressure.

Required Experience

- Proven experience in sales operations, sales enablement, or a similar role within a fast-paced, high-growth environment.
- Hospitality, travel, or tourism experience preferred.
- Strong understanding of sales processes, methodologies, and best practices.
- Excellent analytical skills with the ability to interpret data, generate insights, and make data-driven recommendations.
- Proficiency in CRM software (e.g., Salesforce) and other sales enablement tools.
- Exceptional communication and presentation skills, with the ability to convey complex concepts in a clear and concise manner.
- Demonstrated leadership capabilities, including the ability to motivate, coach, and develop a team.
- Detail-oriented mindset with a focus on continuous improvement and operational excellence.

Benefits

- Incentive compensation
- Remote work
- Dynamic and collaborative work environment

To Apply

To apply please email your resume to Lauren McCann at lauren@procureimpact.us