



Client Manager, Government – Louisville, KY

Job Description:

The role of the Client Manager is to increase Westlaw and Legal Software Solutions revenue, usage and market share in government accounts in the assigned territory utilizing skills related to legal and investigative research, sales, and building relationships.

Candidate must reside in territory--Kentucky/Tennessee is the preferred location.

Major Responsibilities:

- Attain assigned revenue account goals.
- Provide high quality account management and customer support services to assigned accounts.
- Assist with the development, negotiation, presentation and implementation of subscriber contracts.
- Establish solid, long-term customer “trust relationships” and cultivate new business opportunities by diagnosing needs, presenting solutions and addressing customer concerns.
- Educate customers on the benefits of Westlaw and Software Solutions over competitors and train customers for optimal productivity.
- Partner with Sales Consultants to facilitate new sales.
- Advocate for software solutions sales with internal colleagues, surfacing issues and enhancement ideas to drive technical improvements or product development efforts.
- Coordinate training efforts with Research Specialists.
- Coordinate local marketing and related efforts within assigned accounts.
- Keep up to date on competitive activities in accounts and communicate information to peers and to management.

Qualifications:

- J.D. Required
- Strong communication and presentation skills
- Field Sales experience strongly preferred
- Field Account Management and marketing experience strongly preferred
- Legal practice experience strongly preferred
- Customer service orientation and experience
- Proficient in MS Office/internet/Salesforce.com/mobile devices
- Able to work from home office and travel to customer locations with overnight travel required.

To apply, visit <http://adtrk.tw/N0YY>.

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