



Regional Manager, Inside Client Management – Small Law Carrollton, TX

Major Areas of Accountability:

Lead team and drive performance to achieve Thomson Reuters' strategic objectives and revenue goals. Develop, coach and support Inside Client Managers and Inside Client Representatives to increase retention and revenue in their assigned accounts. Manage multiple projects, leverage business acumen to positively impact revenue, and remove obstacles interfering with growth and retention of customers.

Key Responsibilities:

- Drive team of approximately 13-15 reps to achieve and exceed revenue and retention goals of customer accounts in their assigned divisions/market segment.
- Manage team performance and utilize business systems to accurately report on several metrics such as retention, renewal, sales, referrals, pre-sale demos, trainings, etc.
- Lead team to drive adoption of Thomson Reuters' legal products and initiatives and promote awareness.
- Develop and cultivate partnerships with sales, marketing, and other business partners to positively impact assigned revenue and ensure alignment with channel and segment objectives.
- Capture and share best practices with team members and across team/channel business units.
- Provide coaching, ensure quality of customer contact, and direct team performance by conducting monthly individual meetings, call monitoring, personal interaction, activity review, and group coaching sessions.
- Develop team members by identifying and fostering talent and providing professional development opportunities.
- Offer innovative and creative ways to drive customer engagement and retention and assist in managing and evaluating campaigns from segment marketing.
- Develop, coordinate and implement strategies and tactics relevant to the direction of customer segment and team.
- Act as a representative of Thomson Reuters and the client management organization in internal meetings with business partners and external communications with customers.
- Lead strategic projects and initiatives as assigned by director.
- Assumes other responsibilities as required or requested by leadership.

Core Leadership Values:

- Strong leadership abilities, including coaching, self-motivation, and problem solving, along with demonstrated sound business judgment and excellent client management skills.
- Creates an environment to attract the best and brightest people
- Retains the right people through coaching, development and personal growth
- Recognizes behaviors and contributions
- Builds constructive relationships across the organization with key business partners - including sales colleagues, segment marketing, product development and finance - to drive the business forward

Qualifications:

- JD or MBA strongly preferred.
- Minimum of 2+ years of management experience required.
- Account or Client Management experience required.
- Minimum of 3+ years of legal industry experience strongly preferred.
- Must be customer centric
- Strong communication and presentation skills.
- Knowledge of Thomson Reuters legal products and solutions preferred
- Strong leadership and management skills

To apply, visit <https://goo.gl/JZP9sM>.

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