



## Job Description: Client Experience Analyst

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### Summary:

The Client Experience Analyst involves extensive customer interaction and service. The Analyst will deploy the eLynxx software, most often at client site, following information gathering, analysis, and mapping of the client's workflow and processes.

eLynxx software automates task workflow, communication, approvals and reporting. It eliminates the frustration of spreadsheets, emails, hunting for details, unnecessary meetings and phone calls. The software facilitates streamlined brand management and links team members through rights and roles controlled access. It performs even in decentralized environments and in the absence of centralized leadership, allowing for policy administration, control and reporting at a multitude of levels.

The Analyst will assume a leadership role in actively managing specialized services that support clients of eLynxx Solutions beginning with onboarding and continued day to day management of each client. Specialized services may include contact center support, training of clients and vendors, facilitation of client specific support services (e.g. specification analysis and development, specialized reporting), supplier sourcing, qualification, on boarding and day to day management.

The Analyst will provide critical leadership in developing, executing, and continually improving our client facing operational strategies and back office processes.

### Responsibilities:

- Manage new and existing accounts
- Establish and nurture rapport with clients that is conducive to a long-term business relationship
- Promote business growth from existing clients by providing support that is responsive, accurate, timely and delivered in a professional manner
- Provide leadership and assume responsibility for key support services including, but not limited to contact center support, training, procurement support services and production support services
- Participate as required in client facing aspects of new account implementation
- Conduct client meetings and trainings
- Prioritize and manage multiple complex projects within time, technical and resource constraints
- Prepare and provide appropriate written documentation to appropriate team members and clients, addressing each facet of implementation for every project, to include an overall rollout plan, timelines, and project assignments
- Provide advanced problem solving, troubleshooting and system consultation as needed
- Coordinate client resources and assign project tasks



- Develop, manage and innovate activities to promote effective supplier management activities leading to successful supplier sourcing, qualification, on boarding, activation and on-going engagement
- Proactively identify and orchestrate prompt resolution of internal and client issues
- Develop and manage the back office processes and tracking systems required to support and execute prompt and effective implementation of new client programs
- Manage performance of assigned functional areas and personnel through metrics that address quantitative, qualitative, and fiscal key performance indicators (KPI's) as well as personnel productivity
- Support business growth activities including demo presentations (in person and remote)
- Continually offer input to innovate processes, systems, organization and culture
- Develop effective relationships with key eLYNXX Solutions executives and managers to gain/maintain a deep understanding of projects, client activities and business priorities
- Manage the development, creation and distribution of all operational and fiscal business reporting – both internal and client facing
- Provide guidance and mentoring to client services and analysts team and other personnel
- Provide team support and product information on strategic products as assigned by manager

## Requirements:

- Bachelor degree (or equivalent experience)
- Minimum 5 years experience with a technical services business
- Strong analytical, critical thinking, and problem solving skills
- Self starter with attention to detail and consistent follow through skills
- Excellent presentation skills and comfort in leading groups
- Ability to communicate and articulate ideas and strategies, both written and verbal
- Ability to interact effectively at all levels, both internally and externally
- Ability to negotiate effectively delivering “win-win” results
- Ability to manage projects and coordinate efforts across departments
- Ability to understand and drive improvement of processes
- Ability to multi-task and meet critical deadlines in a fast paced environment
- Great interpersonal skills - both for varied personalities and technical skill levels
- Computer literacy to include advanced capabilities in tools such as Visio, Excel, pivot tables, and other web and cloud based applications
- Availability to travel for demos and implementations