



Client Relations Manager

Kiva Systems, Inc. is a rapidly growing Boston area robotics company that is revolutionizing supply chain operations. The Kiva Mobile Fulfillment System uses hundreds of mobile robots to automate distribution centers, dramatically increasing both productivity and flexibility. Our clients are national retailers, large catalog operators, e-commerce and other companies that ship direct to consumers, businesses and retail stores. Please see www.kivasystems.com for more information about us.

Kiva is seeking a talented and motivated individual to join the company as a Client Relations Manager. The daily tasks of client relations manager focus around meeting the clients' business needs as related to their Kiva solutions. The primary function is on developing and maintaining a strong, lasting mutually profitable relationship. The right candidate must have the skills to analyze work flow, evaluate systems, and formulate plans. The client relations manager is required to recommend strategies, communicate the desires of clients, provides an escalation path for support and business issues, and have a strong understanding of the clients' challenges and goals. The client relations manager is also charged with monitoring and presenting progress against a set of benchmarks and metrics.

The person in this role serves as the primary point of client contact and internal advocate for the clients. The client relations manager is ultimately responsible for overall client satisfaction with Kiva, leading to additional business, "referenceable" accounts, and a strong, positive reputation of Kiva. This position will report to the Kiva Sales Organization.

The Client Manager will be responsible for:

- Maintaining and expanding client relationships
- Developing and identifying new opportunities within an account
- Communicating and presenting Kiva and the benefits of our solution
- Being the single point of coordination for all departments within Kiva that touch the client
- Communicating effectively with Kiva management and departments regarding client issues
- Driving critical issues to successful resolution
- Establishing and implementing client business strategy

The ideal candidate will have the following qualifications:

- Bachelor's degree plus 7+ years of experience in a strong customer-facing environment
- Possess strong written and verbal communication skills with strong presentation skills
- Demonstrated ability and desire to work and excel in a fast-paced environment
- Excellent at multitasking and project management: have the proficiency to develop and execute complex and detailed plans
- Team-building skills and experience working with senior and executive management
- Demonstrated ability to be a team player and to manage indirect resources effectively
- Knowledge and practical experience in Logistics and the Material Handling
- Possess direct experience in prospecting, proposals, presentations and sales cycles
- Possess software and/or hardware experience
- Required is the willingness and ability to travel up to fifty percent

Please send qualified resumes to jobs@kivasystems.com