

# Relationship Manager

Location – New York, NY; Dallas, TX; Los Angeles, CA; San Francisco, CA



**SPS by Bain & Company**, an award-winning provider of market intelligence for the M&A community, is seeking a **Relationship Manager**. We help our private equity, corporate development, lender, and advisory clients navigate the competitive and opaque world of M&A deal origination to prioritize relationships, streamline internal processes, and improve their firm's overall performance.

## You may be a great fit if:

- You have experience managing institutional financial clients, building professional relationships, and enjoy taking ownership over complex analyses and delivering useful insights, not just buzzwords.
- Understand that a SaaS product is a means to an end, and that client success is about delivering on the client's goals.
- You want to work with great people on a tight-knit team who genuinely care about your professional growth.
- You embrace the challenge of wearing multiple hats in a small company that is scaling quickly.

## Key Responsibilities & Objectives

- Own the relationship with the primary goal of ensuring retention.
- Act as the face of the company on key day-to-day account and relationship management activities with existing clients, from initial onboarding to contract renewal.
- Cultivate an understanding of your clients' requirements, industry challenges, and goals tied with an understanding of how the client is utilizing SPS services to maximize adoption, growth, and retention.
- Create account specific engagement plans for clients that outline their metrics for success, deliver scheduled client review sessions with key contacts, identify potential issues and dependencies, with solutions for each.
- Be the voice of the client and collaborate with internal teams such as Client Services, Sales, and Marketing to ensure execution of account and engagement plan and client success.
- Develop a thorough understanding of the SPS solution and M&A industry.

## Required Skills & Experience

- Key to this role is being able to engage clients, articulate value, and effectively communicate the SPS story of transforming deal sourcing for private equity and other M&A participants. As a trusted advisor, the RM is the post-sales success leader for the client.
- Extensive direct client/account management experience in enterprise software, FinTech, or a related field.
- Possess excellent verbal and written communication skills with ability to multi-task with little supervision.
- High degree of organization, efficiency, urgency, and follow through with great attention to detail.
- Excellent interpersonal skills and the confidence to be an honest advocate, willing to speak up when needed.
- Prior hands-on working knowledge and/or implementation of a technical product within the FinTech space.
- Strong collaboration and team working skills.
- Knowledge of the M&A and private equity community a plus.
- Willingness to travel.
- BA/BS or equivalent degree.

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## **Mission**

The SPS Relationship Manager serves as the trusted, dedicated advisor to our loyal clients, helping them to achieve success, as well as better fund performance. By leveraging a proactive consultative approach, the RM brings SPS' very best ideas and capabilities to their portfolio of clients, determining the best approach for leveraging SPS resources and providing recommendations on how to implement. The RM is an integral role at SPS, and we are looking for a strong contributor to join our team that is focused on developing client loyalty, employing transformational procedures, and most importantly strengthening relationships with our clients.

## **Compensation**

Based on experience and will consist of base salary, performance bonus, 401K/ match, SPS cost sharing of medical, dental and vision plans along with available Flex Spending Account, Commuter Benefits, Voluntary Life and Long-term Disability Insurance, Wellness perks and more.

SPS employs a hybrid schedule, combining Tuesdays and Wednesdays at our in-office time at our midtown NYC location with work from home. For this role we are considering in-market candidates located near our client hubs.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, protected veteran status, or disability status.

Interested candidates should send a resume and other additional information to: [info@suttonplacestrategies.com](mailto:info@suttonplacestrategies.com)