



Success Manager Role

Position Overview:

The Success Manager is a key leadership role responsible for ensuring the success, efficiency, and growth of our operations at Ace Compliance Consulting and Sexy Diva World. This individual will play a crucial part in driving client success, team alignment, and achieving business goals through effective leadership, management, marketing and operational excellence. The Success Manager will work directly with internal teams, clients, and external partners to foster an accountable and results-driven environment, ensuring seamless implementation of strategies and operational processes.

Key Responsibilities:

1. Client Success & Relationship Management:

- Serve as the secondary point of contact for clients for all escalations and success, ensuring their needs are met with excellence and that all objectives are achieved in a timely manner.
- Develop and maintain strong, long-lasting relationships with clients, ensuring high satisfaction and repeat business.
- Ensure clients experience our promise of peace of mind and achieve success.
- Provide strategic support to clients in navigating compliance requirements, program implementation, and operational challenges.

2. Operational Leadership & Project Management:

- Oversee daily operations and ensure systems, processes, and workflows are running smoothly to support client success and business growth.
- Implement, track, and report on key performance indicators (KPIs) that measure success and highlight areas for improvement.
- Manage cross-functional teams, ensuring alignment and clear communication between departments to drive successful project outcomes.
- Lead the execution of client onboarding, training, and follow-up to ensure a seamless experience and long-term success.

3. Strategic Planning & Execution:

- Collaborate with the leadership team to define and execute strategic initiatives aimed at scaling operations and maximizing business performance.
- Identify new business opportunities, areas for operational improvement, and potential client challenges, proactively addressing them to ensure continued growth.
- Develop and implement plans for client retention, satisfaction, and program expansion across both Ace Compliance Consulting and Sexy Diva World.

4. Team Development & Accountability:

- Lead by example, fostering a culture of accountability, performance, and success within the team.
- Provide mentorship and guidance to internal team members, ensuring they are equipped to achieve their goals and contribute to the company's overall success.
- Support the hiring, training, and development of new team members, ensuring alignment with company values and goals.

5. Client & Team Communication:

- Deliver clear and actionable communication both internally and with clients to ensure expectations are aligned and exceeded.
- Report directly to senior leadership on client outcomes, business performance, and any challenges that need to be addressed.
- Provide regular updates, feedback, and insights on client projects, operational processes, and team performance.

Desired Outcomes:

- High levels of client satisfaction, with measurable results in compliance, growth, and program success.
- Streamlined operations and workflows that lead to increased efficiency, reduced costs, and improved service delivery.
- Achieving client retention and renewal targets, with the success manager serving as a trusted partner for long-term business relationships.
- Positive team culture with high levels of engagement, productivity, and alignment with company objectives.
- Continued business growth driven by operational excellence, strategic planning, and client-focused execution.

Qualifications & Skills:

- Proven experience in a leadership or management role, with a focus on client success, project management, or operational efficiency.
- Strong communication, organizational, and problem-solving skills.
- Ability to manage multiple projects simultaneously, driving them to completion with excellent attention to detail.
- Experience in home care consulting, empowerment coaching, or related fields is a plus.
- Proficiency in project management software, CRM systems, and business intelligence tools.
- A proactive, solution-oriented mindset with the ability to handle challenges in a fast-paced, results-driven environment.

Ideal Candidate:

The ideal Success Manager is a highly motivated, strategic thinker with a passion for client success, team development, and operational efficiency. Thrive in dynamic performance and growth-based environments, bring a solution-focused approach to every challenge, communicates effectively, and are committed to driving measurable outcomes for both clients and the business. This individual will play a pivotal role in shaping the future of Ace Compliance Consulting and Sexy Diva World as we scale and create lasting impact.