



CLIENT MANAGER

Full-Time

O2X Mission & Overview

At O2X, we improve the lives of tactical athletes through world class Human Performance programs. We work with a wide range of clients, including more than 100 federal, military, and municipal organizations to elevate culture, support healthy lifestyles, and reduce healthcare costs associated with injuries and illnesses. Fueled by our shared desire to help others, our team strives to make our clients (and ourselves) 1% better every day.



Job Description

This role requires managing all aspects of O2X's Human Performance programs and specialists at multiple locations. The Client Manager is responsible the full life cycle of programs including contract and personnel management as well as overseeing program delivery. The Client Manager will also be required to interface with the client representatives at on-site locations and develop O2X's relationship with those organizations. A successful Client Manager will drive client retention and program growth year over year.

Key Responsibilities

- Ensure contract renewal, expansion and program growth through key client engagement
- Serve as O2X HQ representative for multiple key client contracts, managing all requirements, staffing, and financials
- Frequent in-person interaction with client leadership; program check-ins, working meetings, and key information delivery
- Lead monthly and quarterly reporting efforts, ensuring on time delivery of Tier 1 quantitative and qualitative program updates to client organization leadership
- Establish, track, and support quarterly goals for programs, ensuring efforts align with O2X methodology and requirements of client agency and contracts
- Support extensive collection of impact metrics, KPIs, and program data from on-site team to facilitate reporting as well as broader O2X data utilization strategy
- Foster and build team-driven culture across human performance programs – ensure fluid connectivity between all on-site specialists, HQ, and broader network of O2X contractors and staff
- Support on-site specialist recruiting efforts: targeting, outreach, screening, selection, and training
- Maintain training pipeline for new hires, with detailed accounting of training benchmarks
- QA/QC all actions, deliverables, programs, and initiatives undertaken by O2X On-site specialists. Ensure everything that happens under the O2X banner is up to our standard
- Frequent travel to client locations for support, QA, and leadership meetings
- Ensure program sustainability and work to drive program expansion with additional FTEs, training and education, and other services
- Help to shape O2X key client customization of digital platforms and drive engagement within organizations
- Ensure on-site specialists are utilizing O2X tools and driving client engagement with app and portal
- Track on-site specialist certifications and professional development
- Serve as point person for requests for support from on-site specialists and coordinate with O2X HQ resources to fulfill needs

Requirements

- Bachelor's Degree and/or military service
- 5+ years of demonstrated operations and management experience; familiarity with federal and municipal contracts is desired
- Exemplary written and interpersonal communication skills
- Experience selecting and maintaining relationships with vendors and product partners
- Superior organization and multi-tasking skills

Desired traits

- Professional experience as a tactical athlete or working with tactical athletes
- Thorough understanding of the benefits of maximizing human performance
- Experience coordinating large scale events and operations
- Creative and innovative with a desire to enhance customer experience

Compensation and Benefits

- Competitive compensation
- 401k with company contribution
- Health benefits
- Paid Time Off including Federal Holidays

INTERESTED APPLICANTS

Submit your resume and cover letter through the application form on the Careers page of the website.