



Client Success Project Manager

Scottsdale, AZ – Know Your Talents

Know Your Talents is a premier people strategy management consulting partner. We work with business leaders across all industries to enhance culture and optimize performance at every level in an organization. We've been driving success for 24 years and are the Corporate Division of LearnKey, where our mission is to improve employability every day!

Through our Enterprise Development Solution, we provide a unique solution in the consulting and learning industry with our behavioral management platform as the cornerstone of all we do!

That's where you come in....our client success team is instrumental in helping our clients strengthen their "people strategy" by understanding behavior resulting in aligning team dynamics, strengthening communication, reducing employee turnover, and driving the right talent to the right roles.

In this role, you will be responsible for:

Account Management – Build and nurture long-term client relationships by serving as a trusted advisor to business leaders and HR stakeholders across diverse industries and company sizes. Collaborate to design and implement behavioral strategies that align with organizational goals, enhance performance, and drive measurable results.

Leverage business acumen to:

- Understand clients' strategic priorities and translate them into actionable plans that optimize talent, culture, and leadership outcomes.
- Partner with clients to establish, track, and analyze key performance indicators (KPIs) tied to business outcomes, helping quantify the ROI of people strategies.



- Identify growth opportunities within existing accounts by uncovering emerging needs, expanding service utilization, and influencing year-over-year business expansion.
- Deliver data-driven insights and strategic recommendations that support client decision-making and long-term planning.
- Guide cross-functional conversations that connect people strategy to broader business objectives such as revenue growth, operational efficiency, retention, and change readiness.

Onboard/implementation of new clients-engage and educate new clients to navigate systems, resources, and questions related to the “Know Your Talents” Model. Executing as mentor and coach ensuring progress is being made during implementation.

Facilitate workshops- Facilitate in person and live webinars that are personalized, professional learning on behavioral methodologies for individuals, teams, job modeling, best practices/coaching. Facilitate leadership development training, behavioral certification courses, sales process training and more!

A promising candidate will possess the following competencies and experience:

- 3 years of experience in a human resources, learning, education, or talent role having successfully led training sessions both virtually and in-person
- Bachelor's degree in Business, Communications, Human Resources, Education, or related field is preferred
- Demonstrates the ability to be adaptable and agile, utilizing a flexible approach to manage competing priorities and stakeholders, and stays focused and organized in a fast-paced work environment
- Willingness to go the extra mile – high level of customer service is a must!
- Time management and prioritization skills to ensure assigned responsibilities are completed in an efficient manner



- Communication skills (presentation, verbal, written, etc.); is able to effectively communicate to all levels of management, both internally and externally
- Ability to analyze data from various reports, draw conclusions and make recommendations concerning the effectiveness of solutions
- Extremely strong computer skills including proficiency in Microsoft Word, PPT and Excel

Come explore a growing company where making a difference in people's lives through purpose and passion is what our team is about! **Qualified candidates, please send resumes to Donna Dietrich at Donnad@knowyourtalents.com**