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Executive-Level Customer Relations Specialist – Performance-Based Remote Position – \$25-35/Hour

Description

Corporation: Strategic Business Solutions Group

Division: Executive Customer Relations

Position Level: Professional Specialist

Target Compensation: \$25-35/hour with executive advancement track

Performance Model: Results-driven with measurable outcomes

Strategic Focus: Revenue generation through customer excellence

Executive Summary

Strategic Business Solutions Group seeks high-performing professionals for executive-level customer relations positions within our strategic client portfolio. This remote opportunity combines customer service excellence with business development objectives, creating direct pathways to senior management and executive roles.

Successful candidates will demonstrate business acumen, strategic thinking, and results-oriented performance while delivering exceptional live customer service that drives measurable business outcomes for Fortune 500 and high-growth clients.

Our executive development program has produced 23 senior managers and 7 C-level executives in the past three years, with average compensation growth exceeding 180% within 24 months for top performers.

Strategic Position Overview

Business Development Through Customer Excellence Executive-level customer relations specialists manage high-value customer interactions through sophisticated live customer service platforms, focusing on relationship development, revenue optimization, and strategic business growth for enterprise clients.

Performance expectations include customer lifetime value enhancement, conversion rate optimization, and strategic account development through consultative live customer service delivery that aligns with executive-level business objectives.

Revenue Generation and Strategic Account Management This role combines traditional customer service excellence with business development responsibilities, including strategic account relationship management, revenue opportunity identification, and client retention strategy implementation through sophisticated live

Hiring organization

Remote Chat Customer Service Jobs

Employment Type

Full-time

Base Salary

\$ 25 - \$ 35

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; Alabama; Alaska; Arizona; Arkansas; California; Colorado; Connecticut; Delaware; Florida; Georgia; Hawaii; Idaho; Illinois; Indiana; Iowa; Kansas; Kentucky; Louisiana; Maine; Maryland; Massachusetts; Michigan; Minnesota; Mississippi; Missouri; Montana; Nebraska; Nevada; New Hampshire; New Jersey; New Mexico; New York; North Carolina; North Dakota; Ohio; Oklahoma; Oregon; Pennsylvania; Rhode Island; South Carolina; South Dakota; Tennessee; Texas; Utah; Vermont; Virginia; Washington; West Virginia; Wisconsin; Wyoming

customer service approaches.

Executive specialists are expected to demonstrate business impact through measurable metrics including customer acquisition costs, lifetime value optimization, and revenue per interaction improvements.

Leadership Development and Executive Advancement All customer relations specialists participate in executive development programming including strategic thinking development, business analysis training, and leadership competency building for rapid advancement to management and executive roles.

Performance-based advancement opportunities include team leadership, strategic account management, business development, and C-suite executive track positions with compensation ranging from \$60,000-\$150,000+ annually.

Date posted

September 10, 2025

Valid through

01.01.2029

Executive Performance Standards

Revenue Impact and Business Metrics Executive-level performance requires demonstrable business impact including customer satisfaction scores above 4.6/5.0, conversion rate improvements exceeding industry benchmarks, and measurable contribution to client revenue growth through strategic live customer service delivery.

Key performance indicators include customer lifetime value enhancement, retention rate optimization, upselling effectiveness, and strategic relationship development that directly impacts client business outcomes and organizational profitability.

Strategic Communication and Relationship Management Professional communication standards require executive-level written and verbal communication skills, strategic thinking demonstration, and ability to manage complex customer relationships that influence significant business decisions and long-term partnerships.

Communication competencies include consultative selling, strategic account management, conflict resolution at executive levels, and relationship building with C-suite client contacts through sophisticated live customer service interactions.

Business Analysis and Strategic Thinking Executive specialists analyze customer interaction data, identify business optimization opportunities, and contribute to strategic planning processes that drive organizational growth and competitive advantage development.

Analytical responsibilities include customer behavior analysis, market trend identification, competitive intelligence gathering, and strategic recommendation development for executive leadership and client strategic initiatives.

Executive Compensation and Advancement Structure

Performance-Based Compensation Model Base compensation ranges from \$25-35/hour with significant performance bonuses based on business impact metrics, customer satisfaction achievements, and revenue generation contributions. Top performers earn \$40-50/hour within 12 months.

Executive bonuses include quarterly performance awards (\$500-2,000), annual achievement recognition (\$1,000-5,000), and strategic contribution bonuses

(\$2,000-8,000) for exceptional business impact and leadership demonstration.

Rapid Executive Advancement Pathways Documented advancement opportunities include Account Manager positions (\$50,000-75,000 annually) within 12 months, Director-level roles (\$75,000-100,000 annually) within 18 months, and Vice President positions (\$100,000-150,000 annually) within 24-36 months.

Executive advancement is merit-based with clear performance criteria, documented achievement requirements, and strategic mentorship from current C-level executives for accelerated career development.

Equity Participation and Executive Benefits Senior advancement opportunities include equity participation, profit-sharing programs, and executive compensation packages that align individual success with organizational strategic objectives and long-term growth.

Executive benefits include comprehensive health coverage, professional development budgets (\$2,000-5,000 annually), conference attendance, and networking opportunities with industry executives and business leaders.

Strategic Client Portfolio and Business Exposure

Fortune 500 Enterprise Relationships Executive specialists manage customer relations for Fortune 500 companies requiring sophisticated service delivery, strategic relationship management, and business-level communication that influences major corporate decisions and partnerships.

Enterprise exposure includes technology leaders, financial services organizations, healthcare systems, and manufacturing corporations that provide comprehensive business strategy learning and executive network development.

High-Growth Strategic Accounts Manage customer relations for rapidly scaling companies requiring strategic support, business development assistance, and growth-oriented service delivery that contributes to organizational expansion and market penetration.

Strategic account exposure includes venture-backed startups, private equity portfolio companies, and emerging market leaders that provide insight into business scaling, strategic planning, and executive decision-making processes.

International Business Development Selected specialists manage global client relationships requiring cultural competency, international business understanding, and strategic communication with multinational corporations and international business leaders.

Global exposure includes European markets, Asia-Pacific regions, and emerging economies that provide international business experience and executive-level cultural competency development.

Executive Development and Leadership Training

Strategic Business Analysis Program Comprehensive training in financial analysis, market research, competitive intelligence, and strategic planning methodologies that prepare specialists for executive decision-making and business leadership responsibilities.

Business development curriculum includes MBA-level coursework, executive mentorship, and practical application of strategic frameworks through client relationship management and business impact measurement.

Leadership Competency Development Executive development includes leadership training, team management skills, strategic communication, and organizational development competencies that prepare high-performers for rapid advancement to senior leadership roles.

Leadership training includes executive coaching, 360-degree feedback, strategic project management, and mentorship from current C-level executives for accelerated professional development.

Industry Expertise and Thought Leadership Advanced development includes industry specialization, thought leadership development, and strategic expertise building that positions specialists as subject matter experts and strategic advisors to client organizations.

Expertise development includes conference speaking, industry publication, strategic consulting, and advisory board participation that enhances professional reputation and executive advancement opportunities.

Strategic Technology and Business Intelligence

Advanced Analytics and Business Intelligence Executive specialists utilize sophisticated analytics platforms including Salesforce Analytics, Tableau, and custom business intelligence systems for strategic decision-making and business impact measurement.

Technology competencies include data analysis, predictive modeling, business forecasting, and strategic reporting that support executive decision-making and organizational strategic planning initiatives.

Customer Relationship Management and Strategic Systems Master enterprise-level CRM systems, marketing automation platforms, and strategic business systems that support Fortune 500 client relationships and executive-level business process management.

System expertise includes Salesforce Enterprise, HubSpot Enterprise, Microsoft Dynamics, and custom enterprise solutions that enhance professional competency and executive advancement readiness.

Emerging Technology and Innovation Leadership Exposure to artificial intelligence, machine learning, and emerging business technologies that position specialists as innovation leaders and strategic technology advisors for client organizations.

Technology leadership includes pilot program management, innovation strategy development, and emerging technology evaluation for competitive advantage and business transformation initiatives.

Executive Performance Measurement and Recognition

Business Impact Metrics and Strategic Outcomes Performance measurement includes customer lifetime value enhancement, revenue per interaction optimization,

strategic account growth, and measurable contribution to organizational profitability and competitive positioning.

Strategic metrics include market share improvement, customer acquisition efficiency, retention optimization, and business development success that demonstrates executive-level business impact and strategic thinking.

Industry Recognition and Professional Achievement High-performing specialists receive industry recognition including customer service awards, business excellence recognition, and professional achievement acknowledgment from industry associations and business publications.

Recognition opportunities include conference speaking, industry publication, thought leadership development, and strategic advisory positions that enhance professional reputation and executive advancement opportunities.

Executive Mentorship and Strategic Guidance Top performers receive direct mentorship from C-level executives including CEO coaching, strategic planning participation, and executive advisory opportunities that accelerate professional development and advancement.

Mentorship includes strategic project leadership, board meeting participation, and executive decision-making involvement that provides direct exposure to senior business leadership and strategic management.

Current Executive Opportunities and Strategic Initiatives

Strategic Account Development Positions Immediate opportunities for specialists focused on Fortune 500 account development, strategic relationship management, and business growth through executive-level customer service and strategic consulting.

Strategic positions include technology sector specialization, financial services focus, and healthcare industry expertise for targeted professional development and executive advancement within specific industry verticals.

Executive Fast-Track Program Accelerated development program for high-potential candidates demonstrating leadership capability, strategic thinking, and executive presence for rapid advancement to senior management and C-level positions.

Fast-track opportunities include direct CEO mentorship, strategic project leadership, and accelerated compensation advancement for exceptional performers with executive potential and strategic business impact.

International Business Development Global expansion opportunities for specialists interested in international business development, cross-cultural relationship management, and strategic expansion into European and Asia-Pacific markets.

International positions include executive travel, global client relationship management, and strategic market development that provide comprehensive international business experience and executive competency building.

Executive Application and Selection Process

Strategic Competency Assessment Application process includes comprehensive evaluation of strategic thinking capability, business acumen, and executive presence for senior role readiness and strategic contribution potential.

Assessment includes business case analysis, strategic communication evaluation, and leadership potential measurement for identification of candidates with executive advancement capability and strategic business impact potential.

Executive Interview and Strategic Evaluation Candidates participate in executive-level interviews including C-suite interaction, strategic discussion, and business scenario evaluation for strategic fit and advancement potential assessment.

Interview process includes strategic thinking demonstration, business impact discussion, and executive presence evaluation for identification of high-potential candidates ready for accelerated advancement and strategic responsibility.

Strategic Onboarding and Executive Integration Selected candidates begin executive-level onboarding including strategic business training, executive mentorship assignment, and immediate exposure to high-level client relationships and strategic business initiatives.

Executive integration includes C-level introductions, strategic project assignment, and accelerated responsibility development for immediate business impact and executive advancement pathway initiation.

Strategic Career Investment and Executive Advancement

This executive-level opportunity provides immediate access to strategic business experience, executive mentorship, and documented advancement pathways to senior management and C-level positions within 24-36 months for high-performing specialists.

Executive development combines strategic business exposure with measurable performance requirements and direct mentorship from successful business leaders for accelerated professional advancement and significant compensation growth.

Ready to accelerate your executive career through strategic customer relations excellence? Apply today for immediate consideration for our executive development program and strategic advancement opportunities.



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