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CAREER OPPORTUNITY

Client Program Manager

Sepire | Burr Ridge, Illinois

Annual Salary: **$70,000 – $90,000** DOE/DOQ + Bonus Opportunities

SEPIRE, AN INNOVATIVE, TECHNOLOGY-FORWARD MARKETING SERVICES and communications company, is seeking a dynamic, collaborative, and solutions-oriented Client Program Manager! As Sepire expands its technology-driven solutions and transforms how organizations manage complex communications, this is a unique opportunity to play an important role in the company's growth. Reporting to the Head of Client Experience, the Client Program Manager combines project management, client advocacy, and technology implementation to strengthen client partnerships, drive successful projects, and deliver exceptional service. The ideal candidate is a proactive problem solver who thrives in a fast-paced, entrepreneurial environment and brings the initiative, adaptability, and technical curiosity to tackle challenges and turn ideas into results. **Apply today to help shape the future of client communications and play a key role in Sepire's next chapter!**



SERVING CLIENTS IN

- Healthcare
- Financial Services
- Insurance
- Education

About Sepire

LEARN MORE →

Double-digit growth since 2019 ▪ **HITRUST · SOC 2 Type II · PCI** ▪ **WBENC-certified**

SEPIRE IS A LEADING PROVIDER of secure customer communications solutions, helping businesses in highly regulated industries deliver critical messages through both physical and digital channels. Serving clients across healthcare, financial services, insurance, and education, the organization combines advanced technology, workflow automation, compliance expertise, and production capabilities to ensure sensitive communications are delivered accurately, securely, and at scale. Sepire's strong compliance posture is reflected in its HITRUST, SOC 2 Type II, and PCI certifications, as well as its proprietary CompliChain® framework.

Headquartered in Burr Ridge, Illinois, Sepire is privately held, achieving double digit annual growth each year since launching in 2019. It is also WBENC-certified as a Women's Business Enterprise. Having evolved from a traditional print and mail provider into a technology-enabled communications platform, Sepire is experiencing a rapidly expanding client pipeline, new service capabilities, and making strategic investments in technology, talent, and operational capacity.

Sepire is still actively building and evolving, bringing energy and urgency to everything it does. The culture is entrepreneurial, fast-moving, and intensely client-focused, with a philosophy that puts the customer first and views every internal role as enabling those closest to the client to do their best work. Leaders and managers are highly accessible, hands-on, and personally known by the customers they serve.

The organization is deeply committed to honoring customer commitments, maintaining a zero-defects quality mindset, and surfacing issues early, when there is still time to solve them. Collaboration is a core strength. Team members often wear multiple hats, and success is shared. Sepire offers a collaborative environment where employees are encouraged to take initiative, contribute new ideas, and play an active role in the company's long-term success.

The Job

REPORTING TO THE HEAD OF CLIENT EXPERIENCE, the Client Program Manager serves as the primary point of contact and delivery owner for assigned client programs, combining client relationship management, project management, and technology implementation. This position connects sales and client discovery with onboarding, implementation, and ongoing service delivery, ensuring a seamless client experience. They manage project milestones, coordinate internal resources, translate client requirements into actionable plans, oversee testing and approvals, and guide projects through successful launch while maintaining ownership of client relationships and program performance thereafter. Working collaboratively with various internal teams, this role proactively resolves challenges, ensures accurate and timely delivery, upholds quality and compliance standards, and identifies opportunities to streamline processes and enhance service delivery. Depending on client size and complexity, the Client Program Manager may be responsible for one to three enterprise accounts or up to 10 small to medium client programs. A high degree of initiative, accountability, and cross-functional collaboration is essential for success.

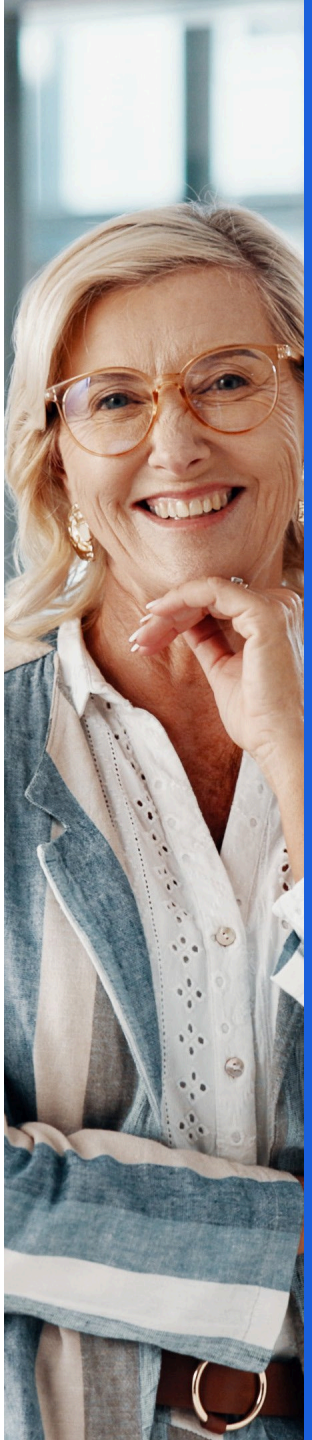


THE ROLE AT A GLANCE

- **Reports to:** Head of Client Experience
- **Combines:** client relationship management, project management, and technology implementation
- **Portfolio:** one to three enterprise accounts or up to 10 small to medium client programs

The Ideal Candidate

THE IDEAL CANDIDATE IS A COLLABORATIVE, adaptable, and solutions-oriented professional with strong project management expertise, a customer service-oriented mindset, and an enthusiasm for technology and innovation. They have demonstrated experience managing projects from initial planning through successful implementation, balancing competing priorities, building trusted relationships, and navigating complex, technology-driven workflows. Strong emotional intelligence, sound judgment, and a proactive approach to problem-solving enable them to approach difficult conversations with confidence and resilience while aligning client expectations with operational needs. They anticipate challenges, take ownership of solutions, and remain composed under pressure. Sepire's entrepreneurial environment calls for a positive, team player who demonstrates flexibility, embraces change, thrives amid evolving priorities, and brings fresh perspectives to process improvement. Success in this role requires someone who takes pride in delivering results, values shared success, and is self-motivated by the opportunity to contribute to a growing organization.



The ideal candidate will demonstrate the following core competencies:

Learning Agility: Demonstrates an eagerness to learn, embraces unfamiliar challenges, and applies new knowledge to improve processes, solve problems, and support evolving client needs.

Technical Fluency: Understands the connection between data, automation, and communication workflows, translating technical concepts into clear, actionable information for clients and internal teams.

Risk Management & Quality Assurance: Recognizes potential service disruptions, evaluates their impact, and implements preventive measures to maintain accuracy, reliability, and compliance.

Operational Excellence: Identifies inefficiencies, strengthens internal processes, and promotes consistency and scalability without compromising service quality.



Qualifications

Education: Bachelor's degree or equivalent relevant experience.

Experience:

- Demonstrated ability to manage multiple projects, stakeholders, deadlines, and competing priorities with limited oversight.
- Strong written and verbal communication, organization, analytical thinking, and ability to handle difficult client conversations.
- Comfort learning technology-enabled workflows and collaborating with technical and operational specialists; familiarity with project tracking, CRM, and Microsoft Office tools.

Desired / Preferred

- Experience in a client-facing delivery, project management, implementation, client success, or operational program role; 2–5 years of relevant experience.
- Experience in print, mail, fulfillment, variable-data communications, regulated services, or digital delivery is a plus.
- Project Management Professional (PMP) certification
- SaaS, technology implementation, or customer onboarding experience
- Experience in a startup, entrepreneurial, or evolving organization

Salary + Benefits

Annual Salary: $70,000 – $90,000 DOE/DOQ + Bonus Opportunities

PLUS an attractive benefits package that includes:

- Retirement + Company Match
- Medical, Dental, & Vision
- Sick Leave
- Holidays
- Vacation

This is an on-site position in Burr Ridge, Illinois.

HOW *to* APPLY

For first consideration, apply by **December 18, 2026** at:

WBCP JOB BOARD

Candidates are encouraged to apply early as virtual screening conversations with top candidates will occur on a rolling basis prior to the interview date.

QUESTIONS?

Please contact your recruiter, **Shani Pearce**, with any questions:

shani@wbcpinc.com

541-664-0376 direct | **866-929-9227** toll-free



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