

## Customer Success Manager

### (Company Description & Introduction)

As a Customer Success Manager (CSM), you'll partner closely with the Account Executive team to guide the customer to implement our e-commerce platform successfully, adopt it widely across their organization, ensure they continuously gain business value from our products and services, and help expand new use cases and teams. By engaging our customers using a consultative approach, you'll position yourself as a preferred long-term strategic partner and serve as the trusted point of contact across their lifecycle: onboarding, adoption, advocacy, and renewal.

Equipped with the knowledge of what it takes for customers to succeed with (COMPANY NAME), you will serve as the voice of your customers cross-functionally, providing feedback to the Product team and broader business. To the other team members; you'll exemplify an empathetic, customer-centric perspective and be looked upon as a consultant for our most strategic customers.

### Responsibilities

- Be the primary point of contact and build long-term relationships with customers in your book of business
- Help customers through email, phone, online presentations, screen-share, and in-person meetings
- Develop a trusted advisor relationship with assigned accounts, customer stakeholders, and executive sponsors
- Enact timely and successful recommendations to meet your customer needs and objectives
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
- Utilize tools to forecast and track assigned account metrics and health
- Enhance department and organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis
- Monitor and analyze customer's usage of our product
- Responsible for working with the Sales and Onboarding teams to integrate new clients and developing existing client relationships
- Liaise between the customer and all internal teams

- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations

## **Requirements**

- At least 2-3 years previous account management in a SaaS e-commerce technology company
- Knows about eCommerce industry updates before most people
- Has worked with eCommerce platforms like Shopify, WooCommerce, Magento, BigCommerce
- Strong verbal and written communication skills
- Great people skills and an outgoing personality
- Be a “self-starter” and stay focused even when unsupervised
- Experience managing multiple projects for enterprise clients
- Knowledge of digital products including SEO, PPC, Google Adwords & Analytics experiences
- Strong interpersonal skills, including the ability to easily engage others in dialogue, convey sincere interest in building/deepening relationships and demonstrate a commitment to providing personalized service