

Customer Success Manager- Mobify

Our Customer Success Team is responsible for the success, advocacy and retention of our customers. You are a strategic consultant, a trusted advisor and steward of the customer relationship with the mandate to help customers conquer their digital strategy goals. As Customer Success Manager, you play a critical role in our business. You own identifying and understanding our customer's needs and objectives and offering innovative solutions to help solve their problems and maximize their investment in Mobify's platform. As the customer voice, you'll be instrumental in shaping the product roadmap and ensuring customer feedback informs our development.

Mobify's platform allows our customers to be customer-first and focus on the wins that directly impact their customer while allowing the ability to address other systems and requirements on their back-end. It is an exciting time to be involved in e-commerce as we build a path together with our customers to exceed shopper expectations and deliver a solid return on investment. We need creative problem solvers, exceptional relationship managers, and resourceful candidates that are full of energy and passion to drive successful outcomes for our customers.

What You'll Do

- Be a strategic partner for Executives at global brands, key to the development and success of their digital strategy
- Facilitate and work closely with system integrators and Mobify partner enablement teams to ensure high quality project launches, maintenance and shared successes for all stakeholders
- Develop Success Plans to align expectations, match goals to platform features, and demonstrate ROI
- Engage and build customer advocates and leverage their stories for Mobify's marketing efforts to drive growth in the organization and change the way in which we can sell our platform
- Assist with the on-boarding of customers onto the Mobify's digital experience platform and ensure feature adoption
- Translate data into actionable insights for our customers by conducting Executive Business Reviews and other strategic meetings with customers as needed
- Understand each customer's contract to proactively manage renewals and identify upsell opportunities
- Work closely with the product engineering, design, quality assurance, insights & partner success teams to coordinate escalations and ensure we are delivering on promises
- Occasionally participate at the front lines of events and conferences to be the face of Mobify with prospects and existing customers

Who You Are

- You have proven experience in a customer success management, client-facing project management or account management role, ideally with a SaaS company, agency or consulting company
- You are an excellent communicator and strong presenter no matter the medium - in-person, on the phone, or through a web call

- You have strong interpersonal and communication skills and the ability to quickly build trusted relationships with all levels of staff and external contacts
- You are meticulous and highly organized (you love to track everything!)
- You have strong leadership skills, know how to own and lead a meeting to find a solution for your customer, resilient and open to finding creative solutions when needed
- You're comfortable negotiating with customers and internal stakeholders, providing customer context and ensuring needs are met while balancing company and partner priorities
- You are a self-starter willing to do what is necessary to deliver on expectations
- You are able to deal with complex and ambiguous situations
- You are comfortable working across timezones and traveling to customers when needed

Bonus

- You have a technical background with experience or knowledge of digital experience platforms, mobile, responsive web, and internet technologies
- You have experience in Omni-channel or e-commerce, either in a consulting role or working directly for a retailer
- You have data analytics experience and proven aptitude for storytelling with data