

Senior Customer Success Manager

Role Overview

In this role, you champion the power of our platform to help organizations build better products, deliver better services and achieve better outcomes. You are the day-to-day contact for our customers and are responsible for setting them up to effectively use our platform, educating them on the best practices of engaging with their customers and supporting their ongoing needs in gathering customer intelligence. Beyond the day-to-day, you will be supporting our clients by inspiring them to think about how our platform can support their broader business needs (profiling their customers, developing strategic marketing content, delving deeper into new product opportunities or customer loyalty). And, don't worry, we will train you on making these connections. Take a look below at the skills we want you to have.

Job Responsibilities

- Act as primary point of contact for client relationships
- Provide superior service and support to ensure customer renewals
- Troubleshoot issues, escalate where needed, and follow-up promptly to ensure client expectations are exceeded
- Be the leading advocate for our products and services within the client organization
- Understand their organization and how our product and services can support them
- Educate and support customers on best practices, and the use and benefit of our products and services
- Inspire clients to think strategically about how our platform can support their business needs
- Identify opportunities to cross-sell and upsell clients on additional products
- Keep track of the money
- Maintain and monitor financial elements of the relationship (payment schedules, contract renewal dates, etc.)
- Project Management and/or Research Management
- Develop and manage project or research plans
- Program and deploy insight activities
- Develop insights activities and support in the analysis and reporting
- Be the leading customer advocate within Vision Critical

Desired Skills and Experiences

This job needs the right mix of skills, are you who we are looking for?

Are you a client whisperer, able to support and guide our customers to be successful in using our products? Are you an effective project manager, able to keep track of the details? Are you a social sharer, posting (or even micro-blogging) to your favorite social network about the latest shows, games, or even advertisements? Here are some of the specifics we want:

- Post-secondary educational degree
- Minimum 2 year project and client management experience required
- Excellent time management, organizational, problem solving, analytical skills
- Attention to detail
- Excellent written and verbal communication
- Professional (even dynamic) presence, presentation and public speaking skills
- Strong aptitude for technology and ability/desire to learn new software
- Proficient with Microsoft Office (PPT, Word, Excel) including skills for the formatting and creative visual display of information
- Ability to work in a team environment as well as independently
- Basic understanding of marketing research, advertising, marketing and/or media a plus, but not a requirement