

## Customer Success Manager - REMOTE

### Job Summary

As a Customer Success Manager, you are responsible for partnering with our key customers to establish bi-directional detailed and proactive communication channels.

In this role, you will build strong relationships with all major stakeholders and work directly with our customers to understand business requirements and develop proactive solutions that ensure success throughout the customer journey.

You will effectively triage multiple priorities, working with a high volume of customer accounts and requests. You will evaluate how customers utilize their software investment and identify areas for improvement to maximize value and retention.

You should also be able to provide insights on business interactions, improve customer experience through product support, and coordinate actions related to customer feedback and requests.

### Job Description

#### Responsibilities:

- Drive the post-sale journey of our key accounts, from initial onboarding to product adoption, expansion, advocacy, and long-term customer experience.
- Develop a deep understanding of our products and translate customer needs into successful use cases for other departments.
- Create engaging presentations that demonstrate value to stakeholders every quarter.
- Identify upsell and expansion opportunities for the sales team.
- Work closely with the customer care team and the client to resolve enhancement requests and potential issues.
- Analyze customer data to improve customer experience.
- Coordinate discussions between customers and the organization.

#### Qualifications:

- Knowledge of the residential new home building industry preferred
- Account or relationship management experience
- Excellent communication and presentation skills
- Strong project management skills and technical aptitude
- Willingness to travel frequently for onsite visits

#### Skills:

- Communication
- Curiosity and active listening
- Data analysis
- Problem solving (brings solutions to the table)

- Relationship management
- Professional yet sociable
- Comfortable with difficult conversations
- Collaboration and teamwork
- Self-driven and proactive
- Passion for service
- Desire to delight customers
- Project management
- Analytical mindset — Monitor KPIs and behavioral trends to segment and identify customers in a large portfolio