**Customer Success Manager (Target R&R)**

Role

The CSM is accountable for ensuring that all their customers successfully adopt and realize value from subscription offers: services, software and solutions.

This includes developing and executing the strategy that will accelerate the time it takes for customers to achieve the business outcomes they planned to receive from the subscription offers. This leader will ensure the execution of consistent standards while optimizing for their customer.

In addition, the CSM is responsible for identifying opportunities to expand wallet share within a customer and/or partner and effectively passing those opportunities to the sales teams. This customer advocate will be responsible for continuous improvement of results, reporting of said results, creating and delivering business plans to key stakeholders, and ensuring support and alignment across the leadership team.

The CSM will work collaboratively and is be responsible for effective executive level communications with the customer. Effective measurement and management of diverse teams is a required skillset. Responsibilities CSM builds and maintains deep relationships with customer senior leadership, partners and the extended account team members to accelerate time to value, tangible outcomes and positive experience for their customer.

**Skills & Capabilities, Responsibilities**

• Set the overall vision and strategic Success Plan for their customer. Implement Success Strategy across the account.

• Deeply understands the customer business goals, environment, pain points and operational maturity. • Build and nurture strong customer executive relationships to develop a holistic and deep view of immediate needs and current programs.

• Provide customer insights based on strong knowledge of best practices for architecture, implementation, adoption & migrations.

• Post-sales orchestration of company-wide and partner resources (People, tools and Services) to provide a unified path to Customer Success.

• Help the customer accelerate through the value lifecycle to realize their expected outcomes.

• Ensure their customers realize value from products and services for successful renewals.

• Represent the organization at the highest levels within their customers.

• Represent the voice of the customer to provide input into organization’s product, marketing and sales process.

• Ensure the strategy and direction is integrated within the overall customer account team goals

• Collaborate closely with team members support renewals and expansion opportunities

• Develop and deliver Quarterly Success Review.

• Virtual team leader of company resources for all Customer Success activities (including services) from onboarding to value realization. Is the customer and people champion.

• Advocate innovation and effectively lead through change.

• Serve as the lead spokesperson and ambassador for Customer success.

• Provide detailed and documented requirements to cross functional teams that improve the impact of the customer experience.

• Use quantitative and qualitative analysis to drive operational excellence in customer and/or partner engagement.

• Report on key metrics and KPI Profile

• Empathetic customer-obsessed mindset with a desire to help customers reach their goals. Strong grasp of relevant success stories, customer KPIs, and best practices to drive superior outcomes

• Strategic, self-driven thinker who can develop/implement a success strategy across all stages of the customer lifecycle and is skilled at driving continued process improvements

• Proactive -Ability to work independently as well as leveraging full team and cross functional resources to ensure successful customer experience at each interaction

• Strong analytical skills, with the ability to translate data into insights. Prior success with understanding quantitative customer metrics – health scores, NPS/CSAT, ARR – to tailor interactions and drive actionable next steps to ensure customer adoption and renewal

• Enthusiastic and creative leader with the ability to inspire others Ability to manage influence through persuasion, negotiation, and consensus building

• Strong relationship builder with a focus on aligning and collaborating with key stakeholders to drive an integrated, consistent customer-centric approach

• Demonstrated desire for continuous learning and improvement

• Excellent executive level communication and presentation skills

• Develop and execute on customer success plans that regularly engage customers in evaluating needs and strategic direction.

• Present our value proposition and product features to audiences ranging from Senior Executives and Project Management Leaders to frontline Project Managers.

• Ensure internal alignment on account strategy by partnering with Sales Account Executives, Management and the Customer Enablement team to develop and execute on account plans.

• Become an expert on the customer’s solution deployment and customer journey.

• Educate customers on the value they can generate from the power of their solution investments.

• Continually assess, document, and analyze customer progress toward stated goals and results.

• Ensure customers employ best practices and their solution is optimized for maximum value.

• Ensure any account issues are resolved quickly, leveraging resources from across the company as needed.

• Present to customers’ product roadmaps with emphasis on features most relevant to the given customer.

• Gather customer product feedback and communicate with product management to shape product roadmap development.

• Take responsibility for the customers’ retention, positioning services sales and license expansions to grow customers’ product usage.

• Identify risks to customers achieving their stated business goals by developing risk mitigation plans.

• Nurture advocates within your accounts by partnering on organizational goals and supporting their professional development

**Experience**

• 3-10 years’ experience in customer-facing organizations: Customer Success, Relationship Management, Account Management. Proven successful consulting with key technical and sales acumen • 5+ years of experience with subscription and software offers

• Bachelor’s degree required - Master’s degree preferred

• Experience with cloud-based/SaaS solution offerings.

• Proven ability to build and maintain strong relationships with a diverse set of internal and external constituencies including senior level executives, legal, technical, finance, sales and marketing experts.

• Strong **consultative skills**

• Excellent organization, **project management, time management**, and communication skills.

• Ability to quickly grasp and distinctly explain technological and business roadmaps.

• Proven ability to build and sell business cases to customer teams.

• Experience in organizational change management and adoption of business-critical technologies.

• Team player who will innovate to continue improving the way our firm serves its customers.

• Experience working with/presenting to Sr. level executives.

• Extensive **project management** experience and expertise.

• Proven track record of successfully managing customer relationships and results delivery.

• Experience working with a CRM system (NetSuite, Salesforce, etc.).