

# Customer Success Manager

ExecVision's customer base has grown rapidly in the last year, and we're in need of more amazing Customer Success Managers to deliver exceptional service to the most important people in our world—customers!

You'll act as the main POC for your customers, responsible for driving user adoption and driving value for all levels of users. You will be the go-to resource of success for your accounts—to do so, you'll regularly work with our Support Team and Product Team to ensure your customers are well represented.

Why ExecVision? Propel your career in a fast-paced startup! Work on small teams and gain increased responsibility. You'll have more opportunities and be able to work on a multitude of projects. Take advantage of working with true innovators and learn from them. You'll be infused with the value of hard work, ownership and self-sustainability.

## To be wildly successful, you'll need to...

- **Oversee implementation and customizations for your dedicated accounts.**
  - You'll work closely with Support and Tech resources to ensure accounts in your book of business are successfully implemented.
- **Become a product expert and advocate for call coaching and best practices.**
  - Our product team moves quickly to innovate for customers, you'll have to learn and pivot with them.
  - Stay up-to-date on industry practices and trends is a must for this role.
- **Drive User Adoption.**
  - Serve as the dedicated POC for your accounts, books range between 40-50 accounts, your goal is to achieve their desired result and guide on best practices for their specific use case.
  - You'll report on an adoption metrics weekly, monthly and quarterly.
  - Daily account monitoring to ensure you're in the know on usage trends, support tickets, and their overall success.

- You'll be responsible for preparing and running business reviews with each Customer.
- As teams grow, it's your job to train new users.
- Renew, Expand, and Retain!
  - You'll be responsible for hitting a renewal goal in your book of business quarterly.
  - Work closely with Sales when you uncover a sizable expansion opportunity

### Experience:

- 2+ Years of Salesforce experience
- 2–4 Years in a SaaS environment, must possess one or both below:
  - 2+ Years of Customer Success
  - 2+ Years Account Executive or Account Management experience
- 1+ Years preferred experience of running business reviews or ROI analysis
- 1+ Year experience working and closing customer renewals