

Customer Success Manager



Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 07, 2024
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Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Axonify is the frontline enablement solution that's science-backed and proven to maximize the potential of workforces. Our vision is to reinvent the frontline experience, and we thrive giving them what they need to learn, connect, and get things done. Our SaaS platform is enjoyable, engaging, and easy to use, with an unprecedented 83% engagement rate. If you're looking for a meaningful product and a great company culture, let's talk!

The Customer Success Manager acts as the primary point of contact, and trusted advisor to our Axonify customers. With a focus on driving value for our customers the Customer Success Manager is responsible for ensuring the customer's ongoing success, renewal and growth.

This role cultivates relationships at multiple levels of the organization, and works closely with the customer's leadership to understand their goals, objectives, and how they define and measure success. The Customer Success Manager is responsible for co-creating and documenting the strategy that ultimately ensures the customer achieves their goals, and for demonstrating that value in ongoing customer touch points such as QBRs.

Internally, The Customer Success Manager will also work within an account team model to collaborate with the broader Axonify team - including Client Sales, Customer Solutions, Implementations, Customer Care & Product- to equip customers with common practices for developing an effective content strategy and maximizing adoption of the current and future capabilities of the platform. They work to ensure that as their (and Axonify's) business evolves, they build and execute action plans along-side their customers to ensure long-term success with Axonify.

Reporting to the Director, Customer Success this role will assume ownership of 20-40 customer relationships and ensures these customers are equipped for long-term success with Axonify.

The impact you'll have:

- Develop a customer strategy and assume responsibility for a revenue target for 20-40 customers
- Cultivate and maintain relationships from the executive level (VP and Director-Level) through mid-management and tactical line of business roles
- Execute the Customer Success Process work with the various customers to ensure they are achieving their desired outcome, articulate clear business value, and ensure that each customer becomes a valued member of the Axonify community. Execute activities included in the Customer Success Process, including:
 - Facilitate value conversations with customers, to clearly understand their goals and how success will be achieved
 - Conduct account analysis and create customer strategies along with the subject matter experts within Axonify
 - Craft and negotiate renewal and uplift proposals
 - Accurately forecast renewal and expansion revenue
 - Assist in new customer launch activities and reporting
 - Assist customers in the adoption of new Axonify capabilities and collect feedback to align customer needs with Axonify's agenda for innovation
 - Prepare and conduct quarterly business reviews & business value analyses to identify areas where the use of Axonify is adding value to the customer organization
 - Manage/mitigate risk within customer accounts by creating value and leveraging the internal teams within Axonify to address specific needs
 - Ensure all customers are executing their program and growing against Axonify's customer maturity model
 - Partner with other areas of the business (internally), such as:
 - Marketing and Client Sales to share customer stories to drive pipeline for new business and aiding in growth of existing customer base
 - Product Development - inform product/development teams of customer needs and suggestions to align future innovation with customer strategy
 - Finance and administration to prepare and execute customer order forms for services, renewals, and customer up-sells
 - Professional services to aid in the execution of learning strategies and the development of additional content to drive a desired business outcome
 - Customer support to ensure technical issues are resolved in a timely manner
 - Identify opportunities to improve Customer Success program, sharing best practices and lessons learned with the team in order to create a world-class program for Axonify and our customers

What you'll bring:

- 3-5 years in customer ownership roles (customer success, consulting, sales, account management)
- Ability to define and meet deadlines, work under pressure and build/maintain productive customer relationships
- Ability to educate and reframe customer thinking, via a mix of data and wider insights, to ensure a win/win outcome
- Experience in drafting and negotiating proposals and supporting business cases for investment
- Ability to create senior-level relationships and engage new contacts at all levels of the organization
- Ability to demonstrate leadership and coordinate efforts across different functional areas of the business to support customer initiatives and drive growth
- Self-starter with the ability to prioritize activities and ensure key objectives and renewal targets are met
- Comfortable working remotely and in different time zones to other team members
- Commitment to continuous improvement, self-development, and life-long-learning
- Approach work in alignment with Axonify's core values – Empathetic, Bold, Innovative & Empowering.

It's ok if your experience doesn't check every box! If you check off more than a few - great! We'd welcome a chance to get to know what you can bring, how you can add to our culture, and hear your unique story.

Work location:

At Axonify, we embrace a hybrid-flexible work environment that allows you to choose the best location to support your day the majority of the week. Whether that location is your home office or one of our Axonify offices, located in Waterloo and Toronto, Ontario, you choose.

Wednesdays hold a special place in our calendar as Axonifiers, in a commutable distance, gather together in one of our offices for "Work from Work Wednesdays." These face-to-face interactions energize our week with meaningful connection and foster collaboration and innovation. Let's chat more about our flexible working arrangement!

You will be provided with the tools, resources and support to ensure your success.

The things you'll enjoy:

An impactful product that gives back to the communities and frontline workers that support our everyday lives.

People with great attitudes that lead to great results through our values: Empathetic, Bold, Innovative and Empowering.

A diverse team that celebrates unique perspectives and experiences that add richness to our culture.

Leaders that trust deeply who leverage our skills, adapt to us as individuals and encourage us to be our best selves.

Our Perks

Ready to join the team? Here's what's next.

Apply. Our Talent Acquisition team is committed to providing an outstanding experience throughout your journey with us. Learn more about Axonify by visiting us at www.axonify.com/careers

We believe our team's unique life experiences, backgrounds, cultures, beliefs and abilities add richness to our culture and depth to our ideas. Our ongoing commitment to diversity and inclusion creates an environment that supports, empowers and delivers a sense of belonging for all members of the team.

We want to remove barriers that may limit you from joining Axonify. Email us at accessibility@axonify.com to let us know how we can provide you with reasonable accommodations through our candidate journey.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
