

Customer Success Manager



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 08, 2024

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Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

About Versapay

For growing businesses that need to accomplish more with less, Versapay's Accounts Receivable Efficiency Suite simplifies the invoice-to-cash process by automating invoicing, facilitating B2B payments, and streamlining cash application with AI. Versapay integrates natively with top ERPs, while allowing businesses to collect with a self-serve payment portal and collaborate with customers and teammates to resolve what automation alone can't. Owned by Great Hill Partners, Versapay's employee base spans the U.S. and Canada with offices in Atlanta and Miami. With 10,000 customers and 5M+ companies transacting, Versapay facilitates 110M+ transactions and \$170B+ in payments volume annually

Think you might be the next Veep to join? Read on!!

Our Values

- ☑☑ We obsess over our customers.
- ☑☑ We help each other.
- ☑☑ We embrace diversity.
- ☑☑ We find better ways.
- ☑☑ We get things done.
- ☑☑ We own it.

Here's how you'll make a huge impact here – and on your career:

At Versapay, we're seeking an experienced Customer Success Manager to join our Software-focused team. This role is ideal for a seasoned professional with a strong background in managing a strategic portfolio of customers and/or Fintech/Payments, who can leverage their expertise to become a strategic advisor to our customers.

This is an excellent opportunity for a highly self-motivated person with a passion for both strategy and impact, looking for the experience to build and scale with our team.

Reporting to the Director of Customer Success, you'll be a key player responsible for delivering a world-class experience our customers have come to expect. Your mission will be to manage long-term relationships, develop a deep understanding of our customers' businesses, and explore innovative ways that Versapay products can support their objectives.

What you'll do:

- Seamlessly transition customers from onboarding to long-term adoption
- Focus on growing installed base revenue
- Conduct training sessions, regular cadence calls, and Executive Business Reviews (EBRs)
- Develop and maintain Success Plans in collaboration with customers
- Create and track shared KPIs for retention and growth strategies, including cross-sells, upsells, renewals, and churn mitigation
- Collaborate with sales, professional services, support, underwriting, marketing, and product teams
- Represent customer needs in product development initiatives
- Partner with Customer Care to maintain visibility into customer issues
- Act as an advocate for high-severity requests
- Drive cross-functional resolution efforts
- Propose scalable enhancements to our customer journey
- Identify and analyze multi-client issues to forecast potential churn risks

Qualifications:

- 5+ years of experience in Customer Success or Account Management roles within SaaS-based companies
- Proven track record managing high ARR customers in the Fintech industry
- Demonstrated experience managing strategic accounts and engaging with C-level executives
- Strong presentation skills with a history of delivering compelling proposals and reviews to senior leadership
- Bachelor's Degree in Business, Marketing, Communications, Economics, or related field
- Knowledge of strategic account management methodologies and best practices
- Proficiency in creating and delivering high-impact presentations to diverse audiences, including C-suite executives and decision-makers

What you'll bring to the team:

- **Customer Obsession:** Unwavering focus on customer needs, with the ability to view problems from the customer's perspective and make decisions based on their business impact.
- **Strategic Thinking:** Capacity to understand complex business scenarios and align Versapay solutions with customer objectives.
- **Relationship Building:** Exceptional interpersonal skills to foster strong, long-term partnerships with key stakeholders at all levels, internally and externally
- **Analytical Acumen:** Data-driven mindset with the ability to leverage metrics for assessing success and identifying improvement opportunities.
- **Industry Expertise:** In-depth knowledge of the payments landscape, ERP systems, and emerging trends in financial technology.
- **Problem-Solving:** Adept at navigating complex technical and business challenges, with a proven ability to drive innovative solutions.
- **Leadership:** Ability to influence cross-functional teams and drive initiatives that impact customer success and company growth.
- **Adaptability:** Flexible approach to new challenges in a fast-paced, evolving industry

#LI-Remote

All of our Veeps live out our core values:

We look for excellence: individuals that are better than we are and not only meet our values but bring value to our teams.

Research shows that while men apply to jobs when they meet an average of 60% of the criteria, women and other marginalized folks tend to only apply when they check every box. Think you have what it takes, but not sure you check every box? Apply to the role anyways. We'd love to talk and determine together whether you could be a great fit!

We are committed to providing an environment that is inclusive and accessible. Versapay is an equal opportunity employer and considers all applicants for employment without discrimination. Please let us know if accommodation for the recruitment/interview process is required and we will work with you to make sure your needs are addressed.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
