

## Customer Success Manager



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Sep 30, 2024  
Published : Aug 30, 2024  
Employment Status : Remote  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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Are you looking for an opportunity to apply your skills and talent to spark both innovation and positive social change? Symend is a rapidly growing fintech company that combines behavioral science with advanced AI, data, and analytics capabilities to enable companies to engage at-risk customers more effectively and humanely. By creating better ways to approach individuals with empathy and dignity at the time when they need it most, Symend's employees are helping to transform the science of customer engagement and improve lives in North America and around the world.

### The Opportunity

The Client Success Manager (CSM) is pivotal in driving both client success and positive social impact. The CSM nurtures strong relationships, guiding clients from kickoff to expansion.

This role blends consulting expertise, data interpretation, effective communication and strategic project management, ensuring that every client interaction aligns with Symend's mission to transform customer engagement through innovative use of behavioral science and technology.

#### What You'll Be Doing:

##### Client Enablement Management:

- Learn Symend's value proposition, product features, and Behavioral Science fundamentals to clearly convey their impact to clients.
- Lead clients through strategic initiatives to achieve measurable improvements in account performance, particularly in delinquency outcomes, driven by data and behavioral science.
- Establish and maintain strong, multi-level relationships within client organizations, acting as a trusted advisor who aligns our services with their strategic goals.

##### Strategic Planning and Data Interpretation:

- Develop and execute comprehensive joint account plans that outline actionable goals and initiatives aligned with both client and business objectives.
- Identify opportunities within existing strategies into actionable outcomes through data analysis and collaborate with data analysts when necessary.
- Curate regular meetings and presentations to showcase market trends, data analysis and value into a broader narrative focused on strengthening client relationships and achieving business goals.

##### Consultative Engagement and Cross-Functional Collaboration:

- Lead strategic client meetings, focusing on success metrics and identifying growth opportunities.
- Collaborate with clients to document requirements, map solution options, and ensure alignment with strategies.
- Utilize strong account planning techniques to proactively manage client expectations, address potential risks, and seize opportunities for expansion in consultation with internal Sales, Delivery and Product teams.

##### Project and Change Management:

- Manage client projects with precision, ensuring deliverables are met on time and within scope.
- Use project management tools like Jira and Confluence, or alternatives like Clarizen, Mavenlink, or Rocketlane, to manage timelines, deliverables, and documentation, ensuring seamless collaboration across teams.
- Track risks and issues, implementing proactive mitigation plans

##### Continuous Improvement and Innovation :

- Continuously identify and address risks through data analysis and client feedback, integrating these insights into ongoing improvements and innovation.
- Serve as the client's advocate to the product team, prioritizing feedback based on its impact and urgency, and assess the broader client benefit of proposed changes. Embrace continuous learning and development, particularly in behavioral science and data analytics, to stay ahead in a dynamic environment.

#### Performance Expectations:

- Client Value Realization and Retention: Maintain high client retention by ensuring clients consistently recognize and realize the value of our platform and services.
- Revenue Growth: Identify and execute cross-sell and upsell opportunities to drive revenue growth and deepen client engagement.
- Client Health Management: Proactively monitor and enhance client satisfaction and engagement across 2 – 3 clients.

#### What You'll Need:

##### Education:

- Bachelor's degree in Engineering, Computer Science, Mathematics, Information Systems, Operations Management, Psychology, or a related field.
- MBA is an asset

##### Experience:

- 5+ years in consulting, customer success or client operations roles in a technology environment.
- 3+ years of project management experience in a business-to-business environment.
- Experience in telecommunications, financial services, utilities or collections is valued.

##### Key Competencies and Skills:

- Strong account planning and cross-functional collaboration skills.
- Ability to analyze data and communicate insights effectively, with the support of data analysts for in-depth analysis.
- Expertise in gathering and translating business requirements into actionable plans, including facilitating stakeholder interviews and workshops.
- Developing narratives and communicating them clearly and compellingly
- Commitment to continuous improvement and innovation, with a passion for leveraging behavioral and data science to drive positive social impact.
- Ability to thrive in a fast-changing environment.
- Willingness to travel for project kickoffs and quarterly business reviews.

*This position requires frequent travel, customer-facing work, and/or attendance in a congregate work setting. Therefore, where permitted by applicable law, in accordance with the duty to protect the health and safety of employees and customers, and to perform the role, the successful incumbent must have and maintain an up-to-date immunization status as recommended by your local government or governmental agency (such as the CDC and your State mandates in the U.S. or Health Canada and your provincial/territorial health ministry in Canada), or an adequate plan to do so.*

*Don't meet every single requirement? At Symend we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.*

#### Why Symend?

We could tell you all about our competitive compensation, flexible work environment, social Fridays, and awesome team events, but working at Symend is so much more than that!

Working at Symend means being part of a driven and collaborative team that values trust, accountability and continuous learning. We work hard, but always make time for fun!

You get the chance to do work that matters on a product that truly changes lives!

#### About Symend

At Symend, we believe that all customers should be treated with empathy and dignity. That's why we leverage our deep understanding of consumer behavior to create personalized interactions that better engage and empower customers at all points of the customer journey. Our digital engagement platform uses behavioral science, data science and advanced analytics to help our clients build stronger relationships with their customers. Symend: The science of engagement.™ Symend's relationship-based approach keeps enterprises attuned to the changing needs of their customers and empowers them to take action. This increases customer satisfaction, lowers operating costs, and helps resolve past due bills before reaching collections.

Founded in 2016, Symend's platform is purpose built to serve complex global enterprises in telecommunications, financial services, utilities and media. Symend is headquartered in Calgary and privately held, with global operations across Canada, the United States and Latin America.

#### Symend: The science of engagement.™

##### Symend's Privacy Policy

By submitting your application, you agree that we may use your personal information in accordance with our [privacy policy](#).

All positions require background screening. This will include criminal and education checks to comply with regulations.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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