

Customer Success Manager



Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 18, 2024

Published : Sep 18, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

At Leap Tools, we are building the world's most advanced solutions for the interior décor industry. With customers in 80+ countries, our clientele includes Fortune 500 companies such as Home Depot, local retailers such as Alexanian's, and everything in between. We have been recognized as one of the fastest-growing tech companies by Deloitte for multiple years in a row, and we are looking for ambitious challenge-seekers to fuel our momentum and help us create an iconic global tech company.

About our product

Our technology lets you see products in your own room before you buy. Imagine you want to redesign your home and have been searching for new tiles for your kitchen, or a new rug for your living room. You definitely want to make sure it will look good in your space. We enable that through cutting-edge computer vision technology, presented in an extraordinarily simple and accessible way. Try our rug demo now! Simply upload a picture of your room using your mobile phone, and slide the rug under your coffee table: <https://www.roomvo.com/rugdemo...>

About you

You take pride in exceeding expectations. You uncover needs by listening closely and asking perceptive questions. You also love technology. Your peers are impressed by your technical knowledge and know-how, which allows you to become their trusted advisor. You are not afraid to convince someone to change their mind and you recognize when you need to change yours. You are excited to take on new challenges and be part of something small that is growing into something big. Second language fluency is an asset.

What You'll Do

- Manage the customer life cycle for our largest customers
- Be responsible for key metrics such as Customer Health, Retention, and Expansion
- Become a trusted partner to your customers so you can better understand their needs and help them achieve their goals
- Engage as a mentor across the wider Customer Success team
- Serve as a key voice of our Enterprise customers to our internal teams - including Product, Sales, and Leadership - and partner with other internal teams to drive best-in-class customer experiences
- Maintain impeccable records in our Customer Success software
- Actively and routinely engage with your customers to assess their priorities, identifying opportunities to further promote the Roomvo Platform and ensuring full potential of service is realized
- Be a customer advocate within our organization, documenting requests and issues as well as identifying areas we can improve for our customers

Requirements

- You have at least 1 year of experience in a Customer Success or Account Management role
- You have direct experience working with Enterprise customers and managing a book of business
- You can quickly learn and prioritize technically complex processes and tasks
- You are professional and comfortable engaging C-suite executives
- You can manage tight deadlines (but you can control much of your own schedule)
- You are comfortable in the Google Workspace (including using spreadsheets and Google Docs), and with Salesforce
- You have clear communication skills, both written and verbal
- Experience in a SaaS a plus
- Bonus asset: Fluency in a second language

About our culture

- We're a remote-first company that encourages our employees to work from where they're most productive.
- We work in tight-knit teams to cultivate an ownership mentality.
- We cherish curiosity and an obsession for details because we know these details are invaluable over the long run.
- We're hyper-focused on our achievements and our ability to execute our promises. We act with urgency.
- We value work-life balance by offering generous time off
- Work anywhere in the world for up to 3 months!
- We value families, by offering a parental leave program
- We offer a work-from-home stipend
- Your birthday (and our company's birthday) is a day off!

About our hiring process

Now: You upload your resume and complete a brief questionnaire.

Step 1: We arrange a video call with you to assess your abilities. Complete a take-home assessment.

Step 2: You attend the second video interview soon after.

Step 3: You meet one of the founders.

Step 4: You receive an offer.

Take the Leap. Apply now.

Our demo, in case you missed it: <https://www.roomvo.com/rugdemo4r>

[Apply for this job](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
