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Web :

**Job Summary**

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Vacancy :  
Deadline : Oct 26, 2024  
Published : Sep 26, 2024  
Employment Status : Full Time  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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### About eSentire

eSentire is on a mission to hunt, investigate and stop cyber threats before they become business disrupting events. We were founded on the premise that if you can't find a solution, you build it. Entrepreneurship and innovation are in our DNA. Our culture is based on transparency, teamwork, and continuous innovation.

As the authority in Managed Detection and Response, we protect the critical data and applications of 2000+ organizations in 80+ countries, across 35 industries from known and unknown cyber threats.

### About The Customer Success Team

We're continuing to build out a passionate team of A-player Customer Success Managers. We are looking for a strategic, relationship-minded and experienced Senior Customer Success Manager to join our ranks, as we exponentially grow our customer base.

Our Customer Success team supports a wide array of customers along the entire sales lifecycle, as they engage with us and adopt our services to achieve their goals. We ensure customers are optimized and scale effortlessly through impactful engagements, all focused on driving business and technical value. Our obsession is understanding a customer's business to build lasting partnerships that continue to add value over time.

We are laser focused on making customer success a company-wide imperative and building a culture around putting customers first.

### Who You Are

As a Customer Success Manager, you will be responsible for making midmarket customers (businesses over 250 employees and less than 1,000 employees) in your portfolio successful.

You are passionate about helping our customers transform and optimize their customer experiences, and you will instill that expertise into our team. You are able to innovate in rapid cycles and test solutions to learn what works, then feed insights into a strategy and long-term solutions.

You must have scale-up culture in your DNA and get energized by a low-ego, "all hands on deck" environment. You care deeply about not only making your portfolio customers successful, but also collaborating with your peers to ensure eSentire's success. You are empathetic, enthusiastic and take risks - upping the game of the CSM team. You are a customer-focused leader — an independent critical decision maker and a strategic thinker with no problem taking on the nitty-gritty work.

### What You Are Great At

Your top priority will be developing and driving Customer Success Programs for your portfolio of customers — leaving no retention rock unturned. Your responsibilities will include that you:

- Provide overall value and relationship management to portfolio of customers
  - Manage customer expectations and demonstrates expertise and leadership
  - Understand the broader business perspective and make decisions accordingly
  - Provide Insight - surfacing and sharing new/insightful analyses and recommendations across the CS team and product team
  - Provide strategic guidance to help your customers grow, so you align eSentire with company's business priorities
  - Build distinctive insight and compelling ROI across all client types
  - Conduct customer health-checks and review customer health scores with an emphasis on customers' success with eSentire
  - Monitor and identify adoption, maturity and growth trends customers to inform customer and business strategy
  - Manage renewals and find new expansion opportunities within the account
  - Manage escalations and service reviews
- Create customer success plans - understanding client objectives and can develop plans to manage
- Collaborate with CSM peers, cross-functional teams, and senior leaders to ensure customers are successful
  - Make recommendations and influence important operating issues/decisions for the broader team
  - Find ways to streamline work, innovate key processes and leverage technology
- Meet and exceed churn and revenue goals - You will be measured by renewal and retention rates, new sale leads, referenceable customers & NPS

### What We Require

- 3+ years managing complex enterprise & mid-market accounts, preferably in a Security, SaaS or MSP based organization. Ability to identify and solve complex problems
- Experience managing about 50 mid-market accounts
- Experience negotiating renewals and working through the commercials
- Represent the voice of customers - identify and convey customer feedback and use cases to product team
- Confidence in setting and delivering upon ambitious metrics
- Understanding of SaaS business models and their overall relationship to Customer Success
- Experience at a security or technology company or relevant consultancy
  - Quick to learn new trends, programs and software.
- Ability to learn and persuasively articulate eSentire's value proposition to client senior executive teams
- Patience and positivity. Ability to be focused during a growing and changing scale-up environment
- Willingness to travel up to 20% (post covid)
- If the successful candidate lives within 50 km of our office in Waterloo, Ontario this will be a hybrid position (Monday and Friday – work from home, Tuesday, Wednesday and Thursday – work onsite). If the successful candidate lives more than 50 km from our office in Waterloo this will be a remote position.

### We Offer You:

At eSentire we work in a collaborative and innovative work environment. We work with brilliant and passionate people who strive and encourage others to do their best. eSentire's idea-rich environment welcomes creative and sometimes unconventional perspectives!

We continually create a rewarding place to work. We want you to thrive in it and contribute to it. We provide:

- Wonderful colleagues you'll be proud to work with and learn from
- Subsidies for professional accreditation
- Annual taxable spending account specifically for your wellness, including health clubs, sports team registration fees, or fitness items (to name a few)
- Competitive referral bonus up for referrals of top talent
- One of the fastest growing companies in Canada with growing operations internationally
- Attractive compensation plans to ensure we hire, keep and reward team members
- At eSentire you will have the opportunity to grow and make an impact from your work. We encourage innovation in all who become part of our team. With growing operations internationally, there is lots of lateral and upward advancement opportunities for rewarding and developing careers with eSentire. We're strong believers in continuing education and provide the resources that you need to continue learning.

The expected base salary range for this role is \$75-\$85K CAD. The starting base pay will depend on a number of factors including the candidate's location, skills, experience, market demands, and internal pay parity. Depending on the position offered, equity and other forms of compensation may be provided as part of a Total Compensation Package.

### Our Culture and Values

At eSentire we work in a collaborative and innovative work environment. We work with brilliant and passionate people who strive and encourage others to do their best. eSentire's idea-rich environment welcomes creative and sometimes unconventional perspectives!

We celebrate diversity, operating with mutual respect and consideration, in an environment that fosters inclusivity for all. We believe that a variety of perspectives, backgrounds, and experiences make us stronger – if you're enthusiastic about this opportunity but don't meet every qualification, we encourage you to apply anyway. It takes a diverse set of thoughts, cultures, backgrounds, and perspectives to be a true market leader.

### Total Rewards

We believe in rewarding performance and providing comprehensive benefits tailored to support your well-being. Our package includes comprehensive health benefits, a flexible vacation plan, and participation in our company-wide equity program, allowing you to share in the success and growth of our organization.

### Accommodation

If you have any accessibility requirements during the recruitment process, please reach out to our HR team at [aoda@esentire.com](mailto:aoda@esentire.com) and any accommodation needs will be addressed upon request. Your talents and unique perspectives are valued, and we look forward to the opportunity to work together to build a more inclusive future.

It's our mission at eSentire to protect our customers 24/7/365 and we extend this conviction to job seekers. During the application and interview process, eSentire will communicate with you from one of our corporate "@esentire.com" email addresses, never from a public email address. We strive to provide a welcoming, respectful, and thorough interview process, providing the candidate with ample opportunity to spend time with the hiring manager, recruiter, and future colleagues face to face, or using a video conference technology.

#LI-VM1

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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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