

## Customer Success Manager – Corporate



Phone :

Web :

### **Job Summary**

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Vacancy :

Deadline : Aug 04, 2024

Published : Jul 04, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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*This is a flexible position and has the option of working in our Toronto office full time, hybrid throughout the week or working entirely remotely. #LI-REMOTE*

Vena Solutions is looking for a Customer Success Manager to join the team. As a Customer Success Manager, you will own a portfolio of customers and will be responsible for ensuring their success on the Vena platform. You will work directly with our clients to understand their business and technical requirements, and work closely with the implementation/support teams to ensure success.

What you will do:

- Manage relationships: you will actively manage client relationships to increase adoption, ensure retention, and increase satisfaction
- Advise: you will establish a trusted advisor relationship with your clients and strategically position our solution, driving adoption
- Build: you will build relationships with customers at all levels from end users and individual contributors to IT Managers and Senior Executives
- Infuse enthusiasm: you will ignite a sense of excitement with the client, encouraging adoption and expansion where possible
- Communicate: you will consistently touch base with clients throughout the contract lifecycle, escalating important issues where needed
- Advocate: you will be the single point-of-contact for customers. You will represent the voice of the customer to internal teams
- Expand & Renew: you will work to identify, develop and close upsell opportunities for additional products and services. Also, collaborate with customers proactively to secure their ongoing business through renewal

Does this sound like you?:

- 2+ years of Customer Success Manager/Account Management experience within a SaaS organization, preferably within Corporate Performance
- Management or industry domain experience in Finance or Accounting
- Prior experience in managing a large and diverse client group portfolio, with a proven track record of outstanding customer service
- Gain the trust of those you work with, whether they are internal or external clients
- Team player and can also thrive in self-managed and independent environments
- You recognize gaps in process or detail and show initiative to suggest solutions
- You enjoy customer facing and have a proven record of being a customer advocate
- Exceptional organizational, presentation, and communication skills
- You have technical prowess, love to play with technologies and have the ability to quickly grasp complex technical concepts, making them easily understandable to a variety of end users
- Prior experience working with CRM software such as Salesforce and other technologies preferred
- Experience or a designation in Accounting or Finance an asset

## 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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