

Customer Success Manager, Digital Strategy



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 25, 2024

Published : Jul 25, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Company Description

Assent is the leading solution for supply chain sustainability tailored for the world's top-tier, sustainability-driven manufacturers. Hidden risks riddle supply chains, many of which weren't built with sustainability in mind. That's where we step in. With insights from experts, Assent is the tool manufacturers trust for comprehensive sustainability.

We are proud to announce that Assent has crossed the US\$100M ARR milestone, granting us Centaur Status. This accomplishment, reached just 8 years following our Series A, makes us the first and only Certified B Corporation in North America's SaaS sustainability industry to celebrate this milestone.

Our journey from \$5 million to US\$100M ARR in just eight years has been marked by significant growth and achievements. With our \$350 million US funding led by Vista Equity Partners, we're poised for even greater expansion and are on the lookout for outstanding team members to join our mission.

Hybrid Work Model

At Assent, we proudly embrace a remote-first work model, valuing the flexibility and autonomy it provides our team. We also acknowledge the intangible benefits of occasional in-person workdays. For team members situated within 50 kms/31 miles of our five global offices in Ottawa, Eldoret, Penang, Columbus, and Amsterdam, you can expect to come into the office at least one day a week. Similarly, those near our co-working spaces in Nairobi and Toronto are encouraged to work onsite once a month.

Job Description

The Customer Success Manager, Digital Strategy will report to the Manager, Customer Success and will have a wide range of duties, all of which are in the spirit of ensuring program success by streamlining operations and improving processes for our Digital Solution Strategy (DSS) team. The Customer Success Operations Manager will be responsible for managing renewals, driving operational efficiency within the team and designing 1:Many outreach programs. This role will focus on proactively identifying areas for improvement, scaling processes, and digitizing workflows to ensure our team can effectively support our customers.

Key Requirements & Responsibilities

- Support the sales team in securing renewals and meeting targets for DSS clients by leveraging scalable outreach strategies
- Identify areas of improvement within existing processes and implement solutions to enhance efficiency and effectiveness.
- Develop and optimize workflows, tools, and systems to streamline operations and support the team in delivering excellent customer service.
- Analyze customer data to identify trends, insights, and opportunities for improvement.
- Design and implement scalable processes and solutions to support the growing needs of the business and the customer success team.
- Lead initiatives to digitize and automate manual processes, enhancing the team's ability to manage a larger customer base effectively.
- Support the team by providing training and development opportunities focused on operational excellence and best practices

Qualifications

Your Knowledge, Skills and Abilities

We strongly value your talent, energy and passion. It will also be valuable to Assent if you have the following qualifications,

- Minimum of 3 years related work experience in customer success, project management, and/or consulting roles, or an equivalent/transferrable field;
- Working knowledge of consultative customer management and/or project management roles;
- Experience working in a technology/SaaS and/or a Professional Services organization would be considered an asset;
- Solid Microsoft Excel skills - you know how to harness the power of pivot tables and lookup functions for data management and analysis;

Additional Information

Life at Assent

Wellness: We believe that you and your family's well being is important. As a result, we offer vacation time that increases with tenure, comprehensive benefits packages (details vary by country), life leave days and more.

Financial Benefits: It's not all about the money – well, it's a little about the money. We understand that financial health is important and we offer a competitive base salary, a corporate bonus program, retirement savings options and more.

Life at Assent: There is purpose beyond your work. We provide our team members with flexible work options, volunteer days and opportunities to get involved in corporate giving initiatives.

Lifelong Learning: At Assent, curiosity is not only valued but encouraged. You will receive professional development days that are available to you the day you start.

At Assent, we are committed to growing and sustaining an environment where our team members feel included, valued, and heard. Our diversity and equal opportunity practices are guided and championed by our Diversity and Inclusion Working Group and our Employee Resource Groups (ERGs).

Our commitment to diversity, equity and inclusion includes recruiting and retaining team members from diverse backgrounds and experiences, and fostering a culture of belonging where all team members are included, treated with dignity and respect, promoted on their merits, and placed in positions to contribute to business success.

If you require assistance or accommodation throughout any part of the interview and selection process, please contact talent@assent.com and we will be happy to help.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
