

Customer Success Manager, Partners



Phone :
Web :

Job Summary

Vacancy :

Deadline : Sep 22, 2024

Published : Aug 22, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

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 within Canada. #LI-REMOTE

Vena Solutions is looking for a Partner Customer Success Manager (CSM) to join the team. As a Partner CSM, you will own a portfolio of customers who have relationships with Vena's Partners, and will be responsible for ensuring their success on the Vena platform. You will work directly with our clients and with our mutual partners to understand their business and technical requirements, and work closely with other required teams to ensure success.

What will you do?:

- Manage relationships: you will actively manage client and partner relationships to increase adoption, ensure retention, and increase satisfaction
- Advise: you will establish a trusted advisor relationship with your clients and Vena's partners 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. You'll also be responsible for working with Vena's partners and building relationships and join portfolio plans with them.
- 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 and partners throughout the contract lifecycle, escalating important issues where needed.
- Advocate: you will be one of the points-of-contact for customers alongside our partners. You will represent the voice of the customer to internal teams
- Strategize: you will think outside the box in your approach and how you strategically support your customers and our partners over time. In addition, with the help of leadership, anticipate outcomes in advance and identify patterns. Alongside leadership, you'll help to build new ways of engaging with our clients who work closely with partners to ensure success.
- 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
- Travel (as needed) to client events and site visits

Does this sound like you?:

- 2+ years of Customer Success Manager/Account Management experience within a SaaS organization, preferably within Corporate Performance Management (or related experience)
- Prior experience in managing a large and diverse client group portfolio, with a proven track record of outstanding customer service
- Strong organizational and time management foundations
- Strong presentation and communication skills with ability to communicate basic or straightforward information
- Ability to meet expectations (milestones/deadlines) and is punctual and dependable
- Prioritization is something that you are familiar with and, through some guidance, can readily switch tasks based on the need
- 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 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
- FP&A or CPM domain knowledge, preferred
- Experience working with implementation and referral partners in the SaaS space, preferred

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
