

Customer Success Manager



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 08, 2024

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Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job 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've grown from \$5 million to \$85 million ARR in just six years. With our recent \$350 million funding led by Vista Equity Partners, we're poised for even greater expansion and are on the lookout for outstanding team members.

Being a Certified B Corporation, we don't just advocate for sustainability – we live it. This certification underscores our commitment to environmental, social, and governance excellence. At Assent, your work will directly amplify transparency, sustainability, and fair practices worldwide.

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 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

Customer Success Managers (CSMs) will play an integral role in delivering our services to customers on their purchased programs, working with our customers to define and execute on their project plans from start to finish. This position involves a broad spectrum of responsibilities aimed at guaranteeing program success and delivering exceptional service to customers. The ideal CSM, is highly organized with impeccable attention to detail and excellent interpersonal skills. Overall the CSM responsible for customer health metrics and retention.

- Develop and nurture lasting relationships with customers, serving as a trusted advisor throughout the entirety of the customer lifecycle journey. Defining compliance programs from start to finish, working with the Program Support teams to execute on tasks required to achieve client milestones;
- Actively manage the client relationship and the lifetime value of each assigned account, helping clients realize the economic value of their subscriptions to preserve and grow revenue.
- Manage an assigned book of business, overseeing the overall Customer Health and associated performance metrics.
- Lead high-level strategic planning sessions with Assent's customers, including Executive Business Reviews:
 - Aligns solutions to address customers' specific challenges, optimizing business value and increasing product adoption;
 - Conduct program reviews to have a deep understanding of the needs, status, gaps and next steps to ensure all client tasks are proactively anticipated and supported.
 - Analyze program results and supply chain responsiveness to identify additional program strategies and opportunities for improvement with the Program Support teams.
- Identify client goals and success metrics, ensuring quality product configuration during implementation and conducting regular progress check-ins.
- Support the Sales team in ongoing renewal management of owned accounts to meet renewal targets.
- Take on special projects to enhance customer success management processes.
- Serve as a peer partner to new team members as required.
- Coordinate user permissions in the Assent platform with Platform Operations.
- Advocate and collaborate with all internal groups to ensure client success, growth, and the creation of strong customer references and referrals.
- Possess intermediate regulatory knowledge in order to consult with clients in program direction;
- Work with Product Management to identify and drive improvements in product offerings, processes, systems, and tools.
- Input and maintain up-to-date communications, conversations, and correspondence with Assent clients in the CRM.
- Be familiar with corporate security policies and follow the guidance set out by processes and procedures of Assent.

Qualifications

- Excellent oral and written communication skills in English - you communicate clearly, concisely and with tact, additional languages are considered an asset;
- A University, College and/or Post Graduate Certificate in a related area of study or equal working experience;
- 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 interpersonal skills - you are able to build stable relationships in a collaborative environment with a diverse group of stakeholders - internally and externally;
- Solid Microsoft Excel skills - you know how to harness the power of pivot tables and lookup functions for data management and analysis;
- Excellent time management and organizational skills - ability to effectively prioritize and execute on several asks for many different client accounts and internal stakeholders;
- You have an insatiable thirst for knowledge - you are motivated to learn and keep yourself up-to-date with regards to changing regulations;
- You possess maturity, poise and professionalism;
- You are emotionally intelligent - you are self-aware, can see things from various points of view, and self-regulate;
- You are intellectually curious with excellent problem-solving skills;
- You anticipate, understand, and respond to the needs of others and are proactive about communicating;
- You are a strong team player, are always willing to lend a helping hand, and are motivated to contribute your expertise to a diverse pool of resources to support business goals;
- You are a critical thinker and can suggest, implement, and support efficient and effective operations;
- You are open to feedback, coachable and always striving to self-improve;
- You are proficient in the use of MS Office Suite and Google Applications and other Office Productivity tools.

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
