

Customer Success Program Manager



Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 29, 2024

Published : Sep 29, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Are you looking for an opportunity to apply your skills and talent to spark both innovation and positive social change? Symend is a rapidly growing fintech company that combines behavioral science with advanced AI, data, and analytics capabilities to enable companies to engage at-risk customers more effectively and humanely. By creating better ways to approach individuals with empathy and dignity at the time when they need it most, Symend's employees are helping to transform the science of customer engagement and improve lives in North America and around the world.

The Opportunity:

The Customer Success Program Manager will be responsible for working with the Customer Success and CSM teams to build the framework for ensuring that customers achieve their desired outcomes with Symend's products and services. This role involves managing large-scale and complex initiatives that touch Symend's customers directly, drives customer adoption and successful outcomes, ensures the Customer Success team operates efficiently & effectively, and influences long-term customer satisfaction and retention. The Customer Success, Program Manager must be able to coordinate cross-functionally across Customer Success, Delivery, Sales/GTM, Product and Finance to ensure that the frameworks and operational cadences defined are adhered to achieving desired results.

What You'll Be Doing

- Customer-centric Program Management: Manage and coordinate multiple customer success initiatives or programs, ensuring they are delivered on time, within scope, and aligned with the customers strategic objectives. Current major initiatives for 2024 include standardization and up-leveling of Customer performance monitoring, establishing best practices around and an operation cadence for Customer Business Reviews and development/maintenance of Customer Success Plans.
- Project Planning and Execution: Develop detailed project plans, set timelines, allocate resources, and track progress. Ensure all aspects of the customer success program are executed efficiently.
- Stakeholder Coordination: Act as the primary point of contact between the customer and internal teams (e.g., product, support, sales) to ensure alignment and address any issues that arise.
- Process Improvement: Identify opportunities to streamline and enhance Customer Success processes and workflows. Implement tools and technologies to improve efficiency and effectiveness. Stay up-to-date with industry trends and best practices to bring innovative ideas to the team.
- Reporting and Analysis: Monitor customer success metrics and use data to inform decision-making and program adjustments by collaborating with each CSMs to create and instrument a standard set of KPIs for all customers so that the Symend CVSMT team can monitor our performance.
- Cross-Functional Collaboration: Collaborate with GTM/Sales, Product, Engineering, Finance, Delivery, Marketing, and Support teams to ensure a seamless customer experience and drive continuous improvement in the customer journey. Support the Customer Success Leadership team in providing guidance on best practices. Foster a collaborative and supportive team environment that promotes knowledge sharing and continuous improvement.
- Mentorship and Leadership: Provide guidance and support to other customer success managers or team members. Share best practices and help foster a culture of standardization and customer-centricity within Symend.

What You'll Need:

- A degree in business, marketing or a related field
- 5+ years experience in CS or Account Management.
- Previous experience in program management, performance monitoring and conducting QBRs

Key Competencies and Skills:

- Program/Project Management: Highly organized and self-directed with proven project management skills. Strong project management skills, with the ability to manage complex multi-stakeholder initiatives. Ability to manage and prioritize multiple tasks in a fast-paced environment.
- Customer Success Expertise: Deep understanding of customer success principles, including onboarding, adoption, and retention strategies. Outcome-focused and driven to help define and achieve customer
- Communication Skills: Excellent verbal and written communication skills, with the ability to articulate complex concepts to diverse audiences, both technical and non-technical. Demonstrated ability to communicate and coordinate efforts cross-functionally (both internally and externally).
- Analytical Skills: Proficiency in data analysis and the ability to derive actionable insights from customer data to drive program success.
- Collaboration: Ability to work collaboratively with cross-functional teams and influence without
- Process Improvement: Continuous improvement mindset with a drive for An active listener who can get to the root of a process pain-point and owns solutions for resolution.
- Technical Acumen: Ability to develop a strong understanding of a SaaS product, including features, benefits, and how those products integrate into a customers existing infrastructure.
- Problem-Solving: Ability to anticipate challenges and develop strategies to mitigate risks and resolve issues effectively.
- Relationship Building: Proven experience building trusted relationships at all levels, with both clients and internal cross-functional teams.
- Adaptability: Ability to thrive in a fast-paced, startup environment where priorities and strategies can change rapidly.
- Curiosity: Understand that the key to a successful future is to always be
- Leadership: Capability to lead initiatives, mentor team members, and drive a culture focused on customer success across the organization.

Don't meet every single requirement? At Symend we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

Why Symend?

We could tell you all about our competitive compensation, flexible work environment, social Fridays, and awesome team events, but working at Symend is so much more than that!

Working at Symend means being part of a driven and collaborative team that values trust, accountability and continuous learning. We work hard, but always make time for fun!

You get the chance to do work that matters on a product that truly changes lives!

About Symend

At Symend, we believe that all customers should be treated with empathy and dignity. That's why we leverage our deep understanding of consumer behavior to create personalized interactions that better engage and empower customers at all points of the customer journey. Our digital engagement platform uses behavioral science, data science and advanced analytics to help our clients build stronger relationships with their customers. Symend: The science of engagement.™

Symend's relationship-based approach keeps enterprises attuned to the changing needs of their customers and empowers them to take action. This increases customer satisfaction, lowers operating costs, and helps resolve past due bills before reaching collections.

Founded in 2016, Symend's platform is purpose built to serve complex global enterprises in telecommunications, financial services, utilities and media. Symend is headquartered in Calgary and privately held, with global operations across Canada, the United States and Latin America.

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Symend's Privacy Policy

By submitting your application, you agree that we may use your personal information in accordance with our [privacy policy](#).

All positions require background screening. This will include criminal and education checks to comply with regulations.

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
