

# Manager, Customer Success



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Web :

## Job Summary

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Vacancy :

Deadline : Oct 06, 2024

Published : Sep 06, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### About eSentire

eSentire, Inc. is the Authority in Managed Detection and Response, protecting the critical data and applications of 2000+ organizations in 80+ countries, across 35 industries from known and unknown cyber threats. Founded in 2001, the company's mission is to hunt, investigate and stop cyber threats before they become business-disrupting events. Combining cutting-edge machine learning XDR technology, 24/7 Threat Hunting, and proven security operations leadership, eSentire mitigates business risk and enables security at scale. The Team eSentire difference means enterprises are protected by the best in the business with a named Cyber Risk Advisor, 24/7 access to SOC Cyber Analysts, Elite Threat Hunters, and industry-leading threat intelligence research from eSentire's Threat Response Unit (TRU). eSentire provides Managed Risk, Managed Detection and Response and Incident Response services.

It's our mission at eSentire to protect our customers 24/7/365 and we extend this conviction to job seekers. During the application and interview process, eSentire will communicate with you from one of our corporate "@esentire.com" email addresses, never from a public email address. We strive to provide a welcoming, respectful, and thorough interview process, providing the candidate with ample opportunity to spend time with the hiring manager, recruiter, and future colleagues face to face, or using a video conference technology.

### About The Role and Customer Success Team

We are looking for a strategic, relationship-minded and experienced Manager of Customer Success to join our ranks, as we exponentially grow our business and customer base. Our Customer Success team supports a wide array of customers along their entire cyber security journey, as they engage with us and adopt our cyber security services to achieve their goals. We ensure customers are optimized and scale effortlessly through impactful engagements, all focused on driving cyber risk reduction, business and technical value. Our obsession is understanding a customer's business goals to build lasting partnerships that continue to add value over time. We are laser focused on making customer success a company-wide imperative and building a culture around putting customers first.

### Who You Are

As the Manager, Customer Success, you will lead the Customer Success team who is responsible for making all customers in your team's portfolio successful - which ultimately assures revenue retention and customer growth. You are excited about helping our customers transform and optimize their customer experiences, and you will instill that expertise into our team. You are able to innovate in rapid cycles and test solutions to learn what works, then feed insights into a strategy and long-term solutions. You must have scale-up culture in your DNA and get energized by a low-ego, "all hands on deck" environment. You care deeply about not only making your team's portfolio customers successful, but also collaborating with your peers to ensure eSentire's success. You are empathetic, enthusiastic and take risks - upping the game of the CSM team. You are a customer-focused leader - an independent critical decision maker and a strategic thinker with no problem taking on the nitty-gritty work. You are passionate about attracting and developing high quality talent to eSentire. You thrive on leading and inspiring that team to greatness and achieving ambitious goals and innovating strategies that maximize leverage.

### What You Are Great At

You are radically focused on ensuring we make every customer's experience memorable while empowering your team to do the same. You aspire to maintain industry leading retention rates and at the same time you are not afraid to jump in to assist your CSMs should they require your help. You seek opportunities to take teams and our business to the next level, and do not stop short of advocating and being a champion for our customers.

Working with the Customer Success Leadership team, you will lead teams to deliver an exceptional customer experience - consistently. Additional responsibilities will include that you:

- Continue to build upon a team that wins, has fun and lives the eSentire values
  - Be an inspirational role model by challenging and maximizing the strength of the team, aligning their efforts to the mission and vision of the organization.
  - Grow, train, and coach your team, so that they consistently set a standard for the experience they give our customers in the eSentire customer journey, are fulfilled by their work, and have a strong understanding and plan for their careers
  - Inspire team to action, aligning with the operational agenda across customer group
  - Ensure that you and your team are aligned against priorities
- Drive customer outcomes, product adoption and customer experience
- Influence future lifetime value through higher product adoption, customer satisfaction and overall health scores
- Focus on retention and drive new and expanded business growth through greater advocacy and reference ability
- Foster collaboration within the Customer Success team and organization; Work closely with sales management to align on strategies, expansion, and account opportunities (i.e., opportunities and risks)
- Drive Account Growth Outcomes:
  - Expand our revenue in accounts through new sales and up-sell opportunities
  - Influence future lifetime value through higher product adoption, customer satisfaction and overall health scores
- Address escalated client issues with speed and urgency, orchestrating resources across the company as appropriate
- Partner with Sales, Product, and Marketing Leaders to identify trends and uncover opportunities for improved or new success engagements, customer training offerings, and product feedback.

### What We Require

- BA/BS degree or equivalent practical experience.
- 5+ years experience, ideally managing complex enterprise & mid-market accounts, preferably in a Security, SaaS or MSP based organization.
- Demonstrated progressive experience leading customer success managers, account management, or sales teams.
- Proven experience leading teams, driving new and expansion sales, driving software adoption and leveraging customer success best practices.
- Proven ability to develop strategies, translate them into initiatives and track successful delivery.
- Possesses a strong management presence and leadership ability, with communication and interpersonal skills that inspire and motivate leaders and teams.
- Demonstrated operational excellence in analytical thinking, process development and improvement, problem solving, communication, delegation and planning.
- Able to be flexible and agile in responding to evolving business priorities and dealing with ambiguity.
- Able to collaborate across the organization and with external stakeholders.
- Experience successfully working with senior (C-level) executives.
- Willingness to travel up to 20%.
- If the successful candidate lives within 50 km of our office in Waterloo, Ontario this will be a hybrid position (Monday and Friday - work from home, Tuesday, Wednesday and Thursday - work onsite). If the successful candidate lives more than 50 km from our office in Waterloo this will be a remote position.

### Why a Career with eSentire?

**Our Culture:** At eSentire we work in a collaborative and innovative work environment. We work with brilliant and passionate people who strive and encourage others to do their best. eSentire's idea-rich environment welcomes creative and sometimes unconventional perspectives!

**Growth Opportunities:** At eSentire you will have the opportunity to grow and make an impact from your work. We encourage innovation in all who become a part of our team. With growing operations internationally, there are many lateral and upward advancement opportunities for rewarding and developing careers with eSentire. We're strong believers in continuing education and provide the resources that you need to continue learning.

**Employee Perks:** We provide breakfast, snacks and refreshments (at our physical office locations in Waterloo, London, and Cork), flexible working hours and vacation, company-wide equity and bonus programs, subsidies for continuing education and health & wellness, and attractive compensation and benefits plans. We make it our obligation to the team to stay current with compensation trends in the tech field!

We thank all applicants in advance for applying. Only individuals selected for interviews will be contacted.

eSentire is committed to creating a fair work environment that is aligned with the Accessibility for Ontarians with Disabilities Act (AODA). We guarantee equal treatment and provide opportunities regardless of race, creed, color, religion, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality, sex, status as a protected veteran or any other legally protected grounds and will not discriminate on these basis. If you have any accessibility requirements during the recruitment process, please reach out to our HR team at [aoda@esentire.com](mailto:aoda@esentire.com) and any accommodation needs will be addressed upon request.

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**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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