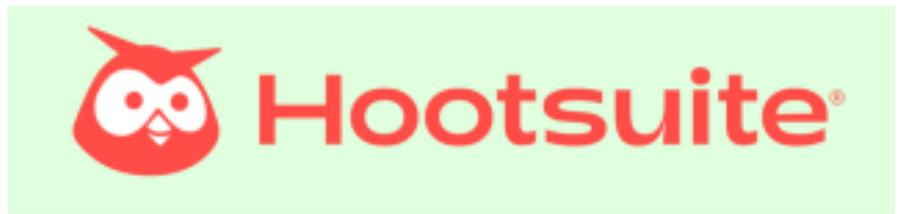


Senior Customer Success Manager

Phone :
Web :



Job Summary

Vacancy :
Deadline : Sep 29, 2024
Published : Aug 29, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

We're looking for a Senior Customer Success Manager to support Talkwalker customers across multiple verticals by providing the tools and resources to achieve their business goals on social media. In this role, you'll build, cultivate, and maintain influential relationships with your customers by leveraging your customer success experience and demonstrating expert-level competency in Talkwalker's product, industry trends and best practices. You will drive business outcomes for your customers while being accountable for best-in-class user adoption, revenue retention and growth, and customer advocacy, guiding customers through their journey of social maturity. You will consistently and proactively review, refine and re-validate plans to ensure the customer gains full value from the product suite, the partnership, Talkwalker and social media as a channel. You'll be responsible for renewals and growth opportunities within your book of business. This role will be supporting Talkwalker's product through Hootsuite. In line with Hootsuite's distributed workforce strategy, our flexible work arrangement allows for remote work or a hybrid model. This role is open to applicants located in the United States. In this role, you will report to the Manager, Customer Success.

WHAT YOU'LL DO:

- Serve as the main point of contact and manage a defined set of Enterprise accounts, focused on increasing their adoption and growth
- Review customer health and flag and address any risks for churn
- When needed, partner with sales team to drive upsell opportunities
- Identify happy customers that can be used as references
- Provide feedback (from clients and own) on product features, gaps and pricing to Manager
- Demonstrate deep knowledge of TW products and integrations, while keeping up with industry trends and competitors
- Work closely with Support team to properly prioritize client requests and escalations
- Evaluate and analyze customer needs and work with other TW departments to address them
- Develop strong relationships based on trust and transparency with clients
- Identify product and process gaps and issues and suggest potential solutions
- Provide insights to customers to ensure that they get the most out of the platform with the aim of helping grow our customer base
- Gauge customers' levels of engagement with TW and identify ways to improve penetration

WHAT YOU'LL NEED:

- Significant relevant work experience in SaaS customer success, account management, or a strategic consulting organization
- Prior success of achieving and/or surpassing target renewal, retention & upsell rates on a consistent basis
- Prior knowledge of (or willingness to learn) marketing and advertising technology
- Comfort with preparing and delivering formal executive business reviews (EBR) to senior-level executives, with a focus on project-specific milestones and customer health
- Experience using customer success software (ideally Gainsight), CRM software (ideally Salesforce), and Google Applications (Docs, Sheets, Slides)
- Clear verbal and written communication skills
- Experience being a proactive team player who has fresh ideas when it comes to user adoption and churn mitigation
- Tech Savvy: Ability to quickly learn new technologies and explain software features and social media concepts to customers in a simple, succinct manner.
- Customer Focus: Demonstrates a desire to proactively help and serve internal/external customers to meet their needs.
- Collaboration and Teamwork: Works with others to deliver results, meaningfully contributing to the team and prioritizing group needs over individual needs.
- Open Communication: Clearly conveys thoughts, both written and verbally, listening attentively and asking questions for clarification and understanding,
- Priority Setting: Focuses time/energy on the most important issues/opportunities. Clearly understand how to assess the importance of tasks and decisions.
- Commitment to Results: Consistently achieves results, demonstrating high performance, and challenging self and others to deliver results.
- Problem Solving: Uses an organized and logical approach to find solutions to complex problems. Looks beyond the obvious to understand the root cause of problems.
- Influence: Asserts own ideas and persuades others, gaining support and commitment and mobilizing people to take action.
- Creativity and Innovation: Seeks new and better ways of doing things, generates original and imaginative ideas, products, or solutions.

WHO YOU ARE:

- Tenacious. You are determined to succeed, and you are motivated by the success of customers, colleagues and the community.
- Curious. You are always learning and seeking ways to make things better.
- Conscientious. You keep your promises, taking your commitments to others seriously, and you have strong integrity.
- Humble. You lead with humility and empathy, respecting and learning from the perspectives of others.

In all we do, our six guiding principles light the way:

Step Up: Show the world what it looks like to live and work by these guiding principles. #StepUp

One Team: Make Hootsuite a place where everyone feels safe, welcome, valued, and empowered to do their best work without compromising who they are. #OneTeam #FreeToBeMe

Customer Obsessed: Focus relentlessly on helping our customers succeed. #CustomerObsessed

Go Fast, Be Agile: Widen our competitive advantage by committing to speed and simplicity over perfection and complexity. #GoFastBeAgile

Play to Win: Commit to building an incredible, profitable company for our customers, our employees, and our stakeholders. #PlayToWin #NoExcuses

Neighbours & Allies: Give back to our communities and be an ally. #SocialForGood #Allies

Accommodations will be provided as requested by candidates taking part in all aspects of the selection process.

#LI-EM #LI-Remote

Variable Pay. You will be eligible to participate in Hootsuite's Sales Compensation Program. Please speak with your recruiter for more information.

Note. The base salary of our Sales Compensation Program is an absolute value instead of a range and therefore, you will see that reflected below.

US Pay Range For This Role

\$90,000—\$90,000 USD

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
