

Senior Customer Success Manager

Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 10, 2024

Published : Sep 10, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

**Ten
Thousand
Coffees**

Job Description

We're Ten Thousand Coffees (10KC), the only all-in-one social learning and mentorship software focused on facilitating workplace connections and conversations that drive performance. Organizations rely on 10KC to build key relationships between employees to transfer critical knowledge and develop new skills resulting in increased innovation, productivity, and retention. 200+ organizations use our platform to connect, develop and engage their employees. Our clients include Fortune 1000s like the Royal Bank of Canada (RBC), PwC, adidas, General Electric (GE), post-secondary academic institutions across Canada, and diversity networks like Ascend. We have big plans to grow and are building a world-class team to help us achieve our ambitious goals.

10KC is permanently remote and building a digital-first culture. We welcome applications from across Canada.

Application Tips

- Please note that our system displays PDF resumes more clearly and preserves your formatting. Other formats will work, but PDF is preferred.
- Think you're a great fit for this role but don't meet 100% of the criteria listed below? Apply anyways - we'd love to speak with you if you meet most of the requirements!

The Role

As a **Senior Customer Success Manager**, you will be the primary advocate and trusted advisor, working directly with our world class customers to understand their needs, drive adoption and engagement, and create long term value. Our Customer Success Team is focused on turning our customers into raving fans by being strategic partners to our customers in building best in class programs and serves as a bridge between our customers and the 10KC ecosystem.

The CS team supports streamlining collaboration with Sales, Marketing, Product, and Engineering. Customer Success experience, strong people skills and a true passion for making our customers successful will make you an ideal person for our team.

You'll be responsible for promoting the power of our platform and 10KC products to help our customers build better products, deliver better services, and achieve better business outcomes.

The Senior Customer Success Manager will cultivate strong relationships with strategic accounts, driving adoption, maximizing value, and fostering loyalty. They will proactively identify and address client needs, championing their voice within the organization and collaborating cross-functionally to ensure exceptional service and outcomes. The SCSM will be responsible for a portfolio of high-value clients, owning their success journey.

What you'll do

- **Customer Retention & Growth.** Develop a deep understanding of customers' business challenges and industry trends. Lead informed conversations and Conduct regular business reviews, presenting insights and performance data to demonstrate 10KC helps achieve their objectives and drives ROI. Identify areas for optimization.
- **Client Health & Satisfaction.** Develop and implement proactive strategies to improve customer health scores and reduce churn, including risk identification and mitigation plans. You will have an in-depth understanding of Customer Retention best practices and tactics and actively put these into practice.
- **Data-Driven Decision Making.** Actively monitor Customer adoption, stakeholder engagement, and other Client Health Indicators to ensure our solutions are deeply integrated. Collect and analyze customer data to generate insights, identify trends, and measure the impact of customer success initiatives.
- **Champion Customer Advocacy:** Gather and share customer success stories, testimonials, and case studies to showcase the value of our product or service. You should be comfortable working closely with Manager to VP level seniority clients at Fortune 1000 companies with a focus on talent and career development strategies and innovation.
- **Customer Strategy.** Keep your clients informed with our best practice platform configuration and onboarding support, platform integrations, regular business reviews and new product feature demos. Enable them with the right information at the right time to maximize their success.
- **Stakeholder Management.** Resolve any product or service problems by clarifying the customer's issue, determining the cause, selecting and explaining the best solution to solve the problem, expediting the correction or adjustment, escalating as needed and following up to ensure resolution.
- **Program Implementation and Launch.** Partner with the 10KC Implementation Project Manager during the Implementation phase to ensure an exceptional Customer experience and alignment with best practices.
- **Collaborate Cross-Functionally:** Work closely with Sales, Product and Support teams to advocate for customer needs, provide feedback on product enhancements, and ensure seamless customer experiences.
- **Thought Leadership:** Stay abreast of industry trends and best practices in customer success, proactively seeking out opportunities to enhance skills and knowledge.
- **Contribute to Process Improvement:** Proactively identify opportunities to streamline processes, enhance efficiency, and improve the overall customer experience.
- **Team Leadership and Mentorship:** Inspire a team of Customer Success Managers, providing guidance, coaching, and feedback to encourage their professional development.

What you'll bring

- Previous experience working in a B2B SaaS environment in the categories of **Human Resources (HR), L&D, Talent Management, Employee Experience Technology.**

• Considerable amount of relevant work experience in a Customer Success, Project Management, or client-facing role within the enterprise or mid-market technology SaaS space. The ideal candidate will have **5+ years of experience** in a previous role as a Customer Success Manager and/or leader and show advancement in their Customer Success career/roles.

- A proven track record of success in similar roles in a **startup to scale-up tech environment**. You would have been a part of a company's CS team from early stages and experienced growth within the team and the company overall.
- CRM experience (SFDC, Dynamics, etc.) and an aptitude for learning new technologies.
- Proven ability to establish trusted advisor relationships with clients. You are comfortable facilitating meetings with diverse stakeholder groups and driving strategies built on insights.
- Solutions-oriented self-starter, you're open to adjusting tactics and executing in a rapidly changing work environment with independence.
- Skilled at figuring out and managing the processes and timelines necessary to get work accomplished/enhance customer programs.
- An alignment with our company values and ability to work in accordance with these values to ensure team and company success.

The base salary for this role is: CA\$109,000 - CA\$164,000

We believe in paying top-of-market base salaries to foster a high talent density, meaning we aim to attract and retain the very best people in our field. An individual's base pay is determined by factors including market indicators, geographical location, experience, knowledge, skills, and abilities, as evaluated during the recruitment process.

Equity, Diversity & Inclusion @ 10KC: as a diversity founded and grown company, we're dedicated to building a diverse and inclusive community - one where employees feel a sense of belonging and are valued for their contributions and the perspectives they bring. We celebrate and support our differences. We welcome new team members who are BIPOC, LGBTQ+, and neurodiverse as a part of our team (and we'll continue to hire more in 2024!). We strongly encourage everyone to apply. Whatever your background, race, creed, sex, gender, orientation, religion, people with living with disabilities, and foreign-born residents - you belong here.

Benefits and Perks

- Comprehensive total rewards, which may include stock options and variable compensation
- Wholesome health & dental benefits coverage
- Employee and family assistance program (support for mental health, family & relationship, child & eldercare, work & career, legal, financial, and more)
- Flexible, uncapped time off program
- Parental benefits program
- Employee connectivity program powered by our software
- Home office set up allowance
- Monthly fitness stipend
- Monthly internet and phone stipend
- Permanently remote in Canada (with options to work short-term abroad)
- Flexible working hours to suit your lifestyle and needs

[APPLY](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
