

Senior Customer Success Manager



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Phone :

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Job Summary

Vacancy :

Deadline : Jul 10, 2024

Published : Jun 10, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

As our Senior Customer Success Manager, you promote the power of our platform to help organizations build better products, deliver better services and achieve better business outcomes. You are the day-to-day contact for our customers and are responsible for driving customer adoption and success, educating them on best practices that enable them to drive stronger and more engaged customer relationships through our platform. Beyond the day-to-day, you will empower and support our customers by inspiring them to think about how our platform can support their broader business needs (profiling their customers, developing strategic marketing content, delving deeper into new product opportunities or customer loyalty). And, don't worry, we will train you on making these connections. Take a look below at the skills we want you to have.

Job Responsibilities:

Account management

- Develop and manage value-based relationships with roughly 10-12 customers, and manage additional accounts with a digital/tech touch approach to bring value through customer webinars, newsletters, and other customer content.
- With input from the director, oversee implementation, development, and oversight of our digital/tech touch Customer Success Model.
- Maintain a real time understanding of your customers and their adoption of our platform
- Develop and maintain, in collaboration with your customers, Success Plans as the blueprint for achieving the customers goals
- Perform regular (weekly, monthly and quarterly) reviews with customers on goals, obstacles, insights and opportunities.
- Uncover risk, or latent or unexpressed needs by driving discovery sessions, asking probing questions and defining a long term account plan for growth.

Identify expansion opportunities

- Identify opportunities to cross-sell and upsell customers on additional solutions
- Working with sales (Renewal and Expansion Manager) to grow outside of your day to day contact and create new relationships with new stakeholders or business units

Be the leading advocate for our solutions within the customer organization

- Inspire your customers to think strategically about how our platform can support their business needs
- Understand the customer organization and how our solutions can bring value to them and build stronger engagement and intelligence with their customers
- Enable customers on best practices, and the use and benefit of our solutions to ease the adoption of our platform

Act as key point of contact for customer relationships

- Welcome and engage Alida customers at strategic and tactical levels to map customer business goals to solution outcomes delivered through our solution
- Provide exemplary service and support that delights our customers
- Proactively look for risk indicators and get ahead of potential issues.
- Escalate where needed, and follow-up promptly to ensure customer expectations are exceeded

Be the leading customer advocate within Alida

- Work in unison with other Alida team's (sales, support, services, etc.) to deliver a world class customer experience
- Champion on behalf of your customers for improvements and advancement of our solutions
- Identify customer adoption challenges, CSAT risks and other indicators of churn risk
- Develop and manage remediation plans to alleviate customer challenges

Thought Leader on CS internally and externally in the organization

- Collaborate within Alida to identify opportunities to develop resources that advance our solution adoption and success of our customers
- Develop assets that assist with customer enablement (blogs, video's, best practices, etc.)

Desired Skills and Experiences

- Post-secondary educational degree
- An Enterprise SaaS background from a fast-growing SaaS company is ideal for this role
- Minimum 4 years of experience in customer success, business development, management consulting or account management, or similar role
- Post sales software experience as a CSM or Account Manager is highly desirable
- Proven ability to work in a high energy and fast paced environment with cross-functional teams (Sales, Product, Marketing etc.)
- Ability to manage and be accountable for your book of business
- Excellent time management, organizational, and problem-solving skills
- Strong initiative and drive to innovate
- Ability to sell ideas and concepts
- An ability to inspire others and lead with grace
- Excellent written and verbal communication skills with strong attention to detail
- Professional (even dynamic) presence, presentation and public speaking skills.
- Gravitas, able to speak eloquently in front of senior c-suites and/or larger groups to gain credibility
- Strong aptitude and passion for technology and ability/desire to learn new software
- Proficient with Microsoft Office (PPT, Word, Excel) including skills for the formatting and creative visual display of information
- A team player who likes to collaborate with others
- Added value: Customer Experience and/or Insights background; experience setting up new programs for customer audiences

****The typical salary range for this position is \$110,000-\$120,000 year.****

The Good Stuff:

- + Amazing growth and learning opportunities with a fast-growing Canadian SaaS company that is a world leader in its industry
- + Best-in-class company paid benefits for you and your family - offering medical, dental, vision, RRSP matching in Canada, a 401K in the US, and more.
- + Unlimited Vacation: Yep, it's true. Take vacation when you want it, how you want it. Designed to better fit your evolving needs.
- + Summer Fridays: Fridays are a day off during July and August. To help provide better balance in the summer months focusing on employee wellness.
- + Recognized as a Great Place to Work® 2021-2022
- + Recognized in 2022 as one of the Best places to Work®
- + Recognized as a Top Employer by British Columbia's Top Employers 2022

About Alida

Alida believes in a world where customers are respected as the ultimate source of truth. Because knowing the whole truth about your customers can help companies make better decisions and drive long term loyalty and growth.

That's why Alida helps innovative brands create highly engaged research communities to gather feedback that empowers better customer experiences and product innovation.

Leading companies like **HBOMax, Adobe, Warner Bros. Discovery, Twitch and lululemon** depend on **Alida's community-centered research platform** to deliver fast and reliable customer feedback at scale so they can build better products, refine user experiences and test marketing campaigns.

Learn more at www.alida.com.

We can't wait to meet you!

We understand that applying for a new position takes effort and want to thank you in advance for taking the time to introduce yourself.

At Alida, we're dedicated to fostering an environment where our employees feel heard, valued and included.

We believe that a diverse team is a core pillar in building better products and services for our global customers and we strongly encourage applications from all people regardless of race, religion, gender, age, disability status or sexual orientation. Even if you don't meet every single one of the stated requirements but you are excited about this opportunity, we'd love to hear from you anyway. Our Talent Acquisition team will review your application for this role, and others we may have open now or in the future.

Follow us at www.alida.com and engage with us on LinkedIn, Twitter and Instagram.

Alida has an [accommodation process](#) in place to provide reasonable accommodation to employees, and to qualified job applicants with a disability during the hiring process. If you require accommodation because of a disability or medical need, please contact accommodations_hiring@alida.com so that arrangements can be made for the appropriate accommodations to be in place.

Alida takes your private information seriously. Review our Candidate Privacy Statement [here](#) to understand how we use and protect your personal information.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
