

Agency Customer Success Manager

Description

About the role: We are seeking a results-oriented, self-motivated, and strategic relationship builder to help Unbounce drive value to our Agency customers. You will work on strategic outreach to connect agency customers to greater value and usage of Unbounce while partnering with Customer Marketing. Specifically, you will play a pivotal role in the momentum of growth within our Agency Partner Program by showing and proving the revenue impact that partners can have on Unbounce's growth trajectory. In this role you will be part of the Engagement team and report directly to Senior Manager, Customer Engagement. What you'll be doing: Work directly with self serve Agency customers driving engagement, product adoption and retention through value-based outreach (primarily through email campaigns, 1:1 video calls, and 1:many webinar sessions) Build and maintain strong, long-lasting Agency partner relationships. Develop the ability to dissect a marketing agency's business goals and help them supplement their existing plan with Unbounce Proactively help partners hit their sales goals/milestones – provide coaching and consulting on their processes, execution, and services delivery to drive success and help them find, acquire and retain our mutual clients Communicating customer needs and collaborating with the Product Team to ensure customer success with special emphasis on upgrades and renewals Collaborating cross-departmentally with other stakeholders to identify customers for internal projects, user research, case studies and more Mastering Unbounce and learning it inside and out A little bit about you: 3+ years experience in a customer-facing role or in account management working at a tech (SaaS) company You are fluent in both written and oral English Experience in Salesforce is a bonus Learning Ability: The ability to absorb new information readily and to put it into practice effectively. Customer Orientation: The ability and willingness to find out what the customer wants and needs and to act accordingly, taking the organization's costs and benefits into account. Self-motivation: A key element of emotional intelligence, self-motivation includes our personal drive to improve and achieve, commitment to our goals, initiative, or readiness to act on opportunities, and optimism and resilience. Share our values: Courage Ambition Being Real Empathy Diversity What's in it for you: \$62,115 – \$73,440 Flexibility and time off A digital-first, distributed working model with flexible hours — for this role, we will consider all applications from those based in Canada*, with the option to work from our Vancouver office 20 vacation days Holiday Closure: December 25th – January 1st One paid day off on your birthday One paid volunteer day per year Health and wellness A comprehensive benefits package including medical, dental, vision, and generous mental health support options all available on day 1 12 personal wellness days \$500 health and wellness allowance** Parental leave and planned reintegration program Growth Org-wide and employee-led DEI and growth initiatives Professional development time and budget More perks! One-time work-from-home allowance – \$500 Annual work-from-home allowance after your 1st year – \$250 An annual allowance of \$1,000 that you can choose to use towards your vacation, or put toward your RRSP contribution** Please note that we currently do not have a legal entity set up to operate as an employer of record in Quebec. We thank you for your consideration but we are unable to accept candidates from Quebec at this time. ** These amounts will be prorated based on your start date. Please mention the word **INTEGRATED** and tag RMzUuODcuMjM3LjQx when applying to show you read the job post completely (#RMzUuODcuMjM3LjQx). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and

Hiring organization

Unbounce

Job Location

Vancouver, British Columbia, Canada

Base Salary

\$ 60000 - \$ 110000

Date posted

April 24, 2024

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Contacts

Job listing via RemoteOK.com