

## Senior Customer Success Manager

### Description

**Overview** We deeply care about helping our customers get the value out of May Mobility. Weâ€™re looking for a Senior Customer Success Manager who is passionate about our product, results-driven, and excited to partner directly with customers to help them achieve their transportation goals with May Mobility. As one of our first Customer Success teammates, youâ€™ll be a key member of the team, helping us define and grow the role itself. This role reports to the Director, Customer Success.

**Job Responsibilities** You will focus on both systems-level work and hands-on customer-facing work, including: Establishing meaningful strategic, long-term business relationships with our customers Helping co-create CS systems and processes – i.e. customer journey, customer maturity model plan, cross-functional touchpoints – – that act as a growth engine at May Mobility Working with our customers to understand their business goals and identify the tactics, strategies, and best practices needed to achieve them Onboarding and educating our customers to ensure they implement May Mobility in alignment with their goals and our best practices Successfully developing and delivering educational content while tracking progress Creating and executing against external project plans for customer deployments Collaborating with internal cross-functional teams such as engineering, marketing, and sales to implement a plan of success for each customer Focusing on ways to increase retention – – including surfacing expansion opportunities Collecting product feedback and channeling it to the Product Team

**Qualifications and Skills** 5+ years experience in Customer Success with direct customer-facing experience Bachelor's Degree Experience with problem-solving in a customer-facing environment Experience working cross-functionally with Engineering, Sales, Marketing, Product, and external partners Excellent verbal and written communication skills with the ability to explain complex and technical topics in an easily understood manner

**Physical Requirements** Standard office working conditions which includes but is not limited to: Prolonged sitting Prolonged computer use Travel requirements – up to 25% Remote role based out of Ann Arbor, MI Remote employees work primarily from home or an alternative work space. Please note that this salary range is based on a Michigan-based employee. Our salary ranges can vary depending on location. Please mention the word **\*\*REVERENTLY\*\*** and tag `RMzUuMTY3Ljk0Ljc2` when applying to show you read the job post completely (`#RMzUuMTY3Ljk0Ljc2`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

### Contacts

Job listing via RemoteOK.com

### Hiring organization

May Mobility

### Job Location

Ann Arbor, Michigan, United States

### Base Salary

\$ 55000 - \$ 100000

### Date posted

April 26, 2024

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