

Customer Success Manager

Description

Introduction to Demandbase: Demandbase helps B2B companies hit their revenue goals using fewer resources. How? By using the power of AI to identify and engage the accounts and buying groups most likely to purchase. Our account-based technology unites sales and marketing teams around insights that you can understand and facilitates quick actions across systems and channels to deliver big wins. It's flexible, scalable ABM built for you. As a company, we're as committed to growing careers as we are to building world-class technology. We invest heavily in people, our culture, and the community around us. We have offices in the San Francisco Bay Area, Seattle, and India, as well as a team in the UK, and allow employees to work remotely. We have also been continuously recognized as one of the best places to work in the San Francisco Bay Area including, "Best Workplaces for Millennials" and "Best Workplaces for Parents"! We're committed to attracting, developing, retaining, and promoting a diverse workforce. By ensuring that every Demandbase employee is able to bring a diversity of talents to work, we're increasingly capable of living out our mission to transform how B2B goes to market. We encourage people from historically underrepresented backgrounds and all walks of life to apply. Come grow with us at Demandbase!

About the Role: The Demandbase EMEA Customer Success Manager (CSM) is responsible for growing, supporting, and renewing customer adoption of Demandbase solutions. This is accomplished by partnering with the client to achieve their objectives, driving customer adoption, accelerating time to live, time to value, and providing B2B digital business expertise. The CSM must be comfortable selling, consulting, and negotiating with Director, C, and VP-level executives and possess a solid foundation and understanding of their business objectives. The CSM will articulate value and demonstrate how Demandbase solutions will enable our customers to achieve these objectives. The CSM will inspire and guide customers toward the adoption of the Demandbase platform. Critical to success is a passion for urgency and the prompt resolution of customer issues, ensuring customers quickly realize maximum value from Demandbase solutions. The CSM must build strong relationships with clients and become a trusted advisor. The CSM must possess a strong understanding of digital/online marketing and associated technologies including Marketing Automation, Content Management Systems, Analytics, and CRM as well as strong account management and renewal ownership expertise. This is a fully remote position on our EMEA-UK team, and we will only be considering candidates who currently live in the United Kingdom. What you'll be doing: Act as the primary point of contact throughout the customer lifecycle Drive adoption of the Demandbase Platform, measured through platform usage Onboard new customers Achieve customer goals by providing proactive ABM best practices, strategy and use cases Propose creative solutions to client's executive sponsors such that critical success issues are proactively addressed Identify growth opportunities within client base and work with new business teammates to achieve growth goals Command credibility with senior marketing executives Possess a comprehensive understanding of Demandbase products and services Possess strong presentation, verbal, and written communication skills Build and maintain strong relationships with multiple contacts within assigned customer base Project manage client initiatives both internally and externally Resolve customer issues Advocate for customers internally at Demandbase Maintain expertise on industry trends/practices and competitive landscape Develop customer stories, case studies and client references Other duties as assigned What we're looking for: 5+ years relevant work experience in a strategic account management or CSM position Proven sales success in upsell and cross-sell environments Ability to build and coordinate internal teams and resources Deep Marketing Automation and/or

Hiring organization

Demandbase

Job Location

Remote

Base Salary

\$ 60000 - \$ 110000

Date posted

May 13, 2024

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CRM and/or Content Management Systems/ Analytics experience Web 2.0 savvy
Proven experience in managing technical, intangible project implementations
Experience helping customers identify gaps in business process and workflow
Proven success aligning successful solutions, as well as gathering and demonstrating ROI data Our Commitment to Diversity, Equity, and Inclusion at Demandbase At Demandbase, we believe in creating a workplace culture that values and celebrates diversity in all its forms. We recognize that everyone brings unique experiences, perspectives, and identities to the table, and we are committed to building a community where everyone feels valued, respected, and supported. Discrimination of any kind is not tolerated, and we strive to ensure that every individual has an equal opportunity to succeed and grow, regardless of their gender identity, sexual orientation, disability, race, ethnicity, background, marital status, genetic information, education level, veteran status, national origin, or any other protected status. We do not automatically disqualify applicants with criminal records and will consider each applicant on a case-by-case basis. We recognize that not all candidates will have every skill or qualification listed in this job description. If you feel you have the level of experience to be successful in the role, we encourage you to apply! We acknowledge that true diversity and inclusion require ongoing effort, and we are committed to doing the work required to make our workplace a safe and equitable space for all. Join us in building a community where we can learn from each other, celebrate our differences, and work together. Please mention the word ****EXAMPLAR**** and tag RMzQuODYuMTYzLjE1Mg== when applying to show you read the job post completely (#RMzQuODYuMTYzLjE1Mg==). 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