

Customer Success Manager II

Description

What weâ€™re looking for Are you customer-obsessed? A problem solver? Motivated by metrics? A trusted customer advisor? We are looking for an experienced customer-facing professional who is passionate about working with customers at scale and ensuring their success. As a Customer Success Manager, you will be pivotal in providing exceptional experiences to our customers, facilitating meaningful interactions, and ensuring they get maximum value from our products through scaled and digital programs throughout their customer journey. Collaborating closely with the sales team, you will balance account management and business expertise, offering robust recommendations to our critical stakeholders. What youâ€™ll be working on Oversee a pooled portfolio of clients, guiding them to realize value from their investment in our products and services Grow and retain our customers at scale, proactively identifying opportunities for expansion and optimization within accounts Lead the successful execution of key milestones throughout the customer lifecycle, including business reviews and renewal negotiations, while balancing inbound customer queries Advocate for our customers internally, championing their needs and priorities to relevant stakeholders across departments such as product, support, engineering, legal, finance, and sales Be a trusted advisor to key stakeholders, consistently meeting internal and customer deadlines. Weâ€™d love to hear from people with Minimum of 3 years experience as a Customer Success Manager or equivalent role in a SaaS company, with a focus on managing a high volume of accounts Excellent critical thinking and problem-solving skills; capable of dissecting ambiguous problems into manageable components and thinking through solutions Commercial mindset, with previous experience in negotiation A high degree of curiosity and a willingness to stretch, learn, develop, and (at times) be uncomfortable A structured approach and the ability to consistently meet internal and customer deadlines Results-driven mindset, able to accomplish both product and team goals Strong team player with a collaborative approach to working with cross-functional teams SurveyMonkey is a global leader in online surveys and forms that empowers people with the insights they need to make decisions with speed and confidence. Our fast, intuitive feedback management platform connects millions of users worldwide with real-time AI-powered insights that drive meaningful decisions. We provide answers to more than 20 million questions every day so that people and organizations can attract new audiences, delight customers, create advocates, and extend their competitive advantage in the marketplace. Our vision is to raise the bar for human experiences by amplifying individual voices. Learn more at surveymonkey.com. Why SurveyMonkey? Weâ€™re glad you asked SurveyMonkey is a place where the curious come to grow. Weâ€™re building an inclusive workplace where people of every background can excel no matter their time zone. At SurveyMonkey, we weave employee feedback into everything we do to create forward-looking benefits policies, employee programs, and an award-winning culture, including best workplace for parents, our annual holiday refresh, our annual week of service, and our C.H.O.I.C.E Fund. In addition, weâ€™ve reimaged the way we work to allow employees to choose what works best for them — working in-person, fully remote, or a hybrid model that combines the two through our Choice Model. Our commitment to an inclusive workplace SurveyMonkey is an equal-opportunity employer committed to providing a workplace free from harassment and discrimination. We celebrate the unique differences of our employees because that is what drives curiosity, innovation, and the success of our business. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual

Hiring organization

SurveyMonkey

Job Location

Dublin, Dublin, Ireland

Base Salary

\$ 50000 - \$ 105000

Date posted

May 25, 2024

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orientation, gender identity or expression, age, marital status, veteran status, disability status, pregnancy, parental status, genetic information, political affiliation, or any other status protected by the laws or regulations in the locations where we operate. Accommodations are available for applicants with disabilities. #LI-remotePlease mention the word ****EVENLY**** and tag RMjA5LjlyMi4yMS42Mg== when applying to show you read the job post completely (#RMjA5LjlyMi4yMS42Mg==). 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