

Customer Success Manager

Description

Join a fast-paced, innovative, data-driven startup named 2021 Best Tech Start ups In Chicago, that is changing the Supply Chain industry through real time tracking and end-to-end visibility. About the role: FourKites is looking for an ambitious and experienced Customer Success Manager to join our team! You will provide the best customer experience by building a consultative relationship with your book of business in order to grow and retain customers. You will have a strong partnership with our Sales team, as you help your customers meet their business objectives while identifying new opportunities to expand the FourKites footprint. As the owner of the day-to-day management of your customers, you will become their go-to expert in all things FourKites. From training your customers on the FourKites platform, to creating actionable goals for ways that they can optimize their supply chain, you are responsible for creating customers who are delighted in their utilization and adoption of our product. Responsibilities: Own overall relationship with assigned customers, which include: increasing adoption, driving usage, ensuring retention and satisfaction Establish a trusted/strategic advisor relationship with each assigned customer and drive continued value of our products and services Develop, prepare, and nurture customers for advocacy Work with customers to establish critical goals, or other key performance indicators and aid the customer in achieving their goals Facilitate a quarterly Executive Business Review to review goals, progress and opportunities Understand white-space and work to identify and/or develop upsell opportunities Advocate customer needs/issues cross-departmentally Manage account escalations Advocate internally for customer needs and connect on priorities Qualifications: At least 5 years of experience working with enterprise customers in a Customer Success or Account Management type role at a SaaS company Supply Chain industry experience preferred Excellent ability to multitask and prioritize workload Demonstrated ability/flexibility to work cross-functionally in a fast-growing company where fast-paced change is the norm Demonstrates a strong drive for efficiency, resolving problems and getting the work done in a timely, quality-focused manner About the team: Our innovative Customer Success Managers are integral to our Operations team. With their creative problem-solving skills, they have created a thriving fanbase of FourKites with all of our customers. From implementing round-table events, to advocating directly with the FourKites Leadership team, our Customer Success Managers are the driving force behind our customer's satisfaction and retention. FourKites is the largest predictive supply chain visibility platform, delivering real-time visibility and predictive analytics for the broadest network of Global 1000 companies and third-party logistics firms. Using a proprietary algorithm to calculate shipment arrival times, FourKites enables customers to lower operating costs, improve on-time performance and strengthen end-customer relationships. With a network of more than four million GPS/ELD devices, FourKites covers all modes, including truckload, LTL, ocean, rail, intermodal, last mile and parcel. The platform is optimized for mobile and equipped with market-leading end-to-end security. If you are a California resident, here is our California Applicant Privacy Notice. Please mention the word ****REWARDING**** and tag `RMzQuMTQ1LjlyMC41NQ==` when applying to show you read the job post completely (`#RMzQuMTQ1LjlyMC41NQ==`). 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

Hiring organization

FourKites

Job Location

Remote

Base Salary

\$ 50000 - \$ 102500

Date posted

May 30, 2024

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