

Customer Success Manager

Description

The Yembo Customer Success team is a key department for building a strong client base of raving fans. As a Customer Success Manager you will be responsible for ensuring our customers get maximum value from the Yembo suite of products. You will focus on developing close relationships with enterprise level clients and creating best in class workflows that optimize client ROI. Key Responsibilities On-board, manage, renew, and upsell a book of customers, including owning a net retention rate target Teach our customers how to effectively use our products and guide them through the behavior change process Uncover adoption blockers for our customers and take targeted actions proactively. Success requires hustle (eg, cold-calling inactive clients) and great communication skills Identify expansion opportunities and upsell customers Occasionally visit customers on site to build key client relationships Record training videos and host webinars Debug customer issues and clearly communicate findings to engineering Distill customer feedback into thoughtful, succinct product enhancement requests. The CS team plays a key role in defining how our product grows over time. Hours/Location This is a full-time remote position. The ideal candidate understands that clients' needs may extend past normal workday hours on occasion. Yembo is a remote company based all over the US and internationally. Travel This position requires occasional travel to conferences and onsite visits with our customers. We anticipate travel up to 15% of the time on an as-needed basis. Requirements 2+ years of customer success, or account management with a track record of high performance Understand the difference between a customer success role (proactive, strategic) and a customer support role (answering customer requests) Embrace tough conversations with challenging customers. The ability to push back on customer complaints and move a narrow conversation into a higher-level strategic discussion, and to root-cause challenges beyond stated issues. Excellent written and verbal communication skills High attention to detail Highly proactive Efficient time management and ability to prioritize Skilled with using various software tools — G Suite, CRMs like Salesforce, project management tools like Jira/Trello, etc Able to work regular US business hours Great references Bachelor's degree preferred, but not required Outcomes Once you join Yembo, here's how you can expect to: Build key relationships and managing the day to day success for our Insurance clients Receive support throughout the organization to fully get you up to speed Be on a team that is looking for your feedback and ideas Join an amazing team that is client centric and focused on building for the present and future Salary: \$75,000 USD || OTE: \$87,000 USD
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Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)

Hiring organization

Yembo

Job Location

San Diego, California, United States

Base Salary

\$ 140000 - \$ 200000

Date posted

June 4, 2024

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