

Customer Success Manager II

Description

LivePerson (NASDAQ: LPSN) is the global leader in enterprise conversations. Hundreds of the world's leading brands including HSBC, Chipotle, and Virgin Media use our award-winning Conversational Cloud platform to connect with millions of consumers. We power nearly a billion conversational interactions every month, providing a uniquely rich data set and safety tools to unlock the power of Conversational AI for better customer experiences. At LivePerson, we foster an inclusive workplace culture that encourages meaningful connection, collaboration, and innovation. Everyone is invited to ask questions, actively seek new ways to achieve success and reach their full potential. We are continually looking for ways to improve our products and make things better. This means spotting opportunities, solving ambiguities, and seeking effective solutions to the problems our customers care about.

Overview: The Customer Success Manager position is a pivotal role at LivePerson. The Success Manager is the face of LivePerson to their customers & the main focal point for driving product adoption and value conversations. LivePerson's goal is to connect consumers with brands through LivePerson's set of AI solutions and innovative channels. A Success Manager focus is to retain and grow their Book of Business by identifying the unique value for each brand, maintain close relationships with key stakeholders and ultimately expand each account in terms of the solutions LivePerson has to offer. You will report into the VP of Customer Success.

You will: Drive growth by identifying upgrade opportunities and generating new revenues with existing customers. Develop relationships to serve as a trusted consultant with customers to optimize their online engagement strategy. Recommend best practices and MBO Responsible for creating customer success plans in alignment with the business strategy and to define your strategies and tactics. Comfortable translating financial terms into return on investment (ROI) for our customers Responsible for adoption and stakeholder management. Understand how to build and present a LivePerson success story using data and insights. Drive and own the QBR in partnership with the cross functional team and the stakeholders. Understand and adapt to LivePerson's ongoing product and technology developments. Manage multiple cross-product opportunities and projects. Monitor usage and product adoption, proactively contact clients upon low usage and deliver coaching/training to improve their utilization.

You have: Tech savvy with good analytical and presentation skills. 3+ years experience in international B2B customer facing positions with a proven record of becoming a trusted advisor A strong understanding of businesses and digital trends. Experience working with cross functional teams (Account Executives, Technical Account Manager) and taking the team and be proactive, preemptive Customer oriented and excellent communication skills. Proven experience in customer facing roles, via telephone, web and face to face. Understanding of e-commerce business needs. Experience in working with multiple stakeholders (Product management, procurement, legal etc) and community influenced, comfortable with running the user product groups, workshops etc. Ability to think and act independently Curiosity & resourcefulness to understand brands internal process. Proficient in English a must

Benefits: Health: medical and mental. Time away: vacation, holidays, and care days. Financial: Superannuation, ESPP and group life insurance. Family: parental leave. Development: Generous tuition reimbursement and access to internal professional development resources. Additional: Exclusive perks and discounts.

Why you'll love working here: As leaders in enterprise customer conversations, we celebrate diversity, empowering our team to forge impactful conversations globally. LivePerson is a place where uniqueness is embraced,

Hiring organization

LivePerson

Job Location

Sydney, New South Wales, Australia

Base Salary

\$ 65000 - \$ 125000

Date posted

June 4, 2024

Apply Now

growth is constant, and everyone is empowered to create their own success. And, we're very proud to have earned recognition from Fast Company, Newsweek, and BuiltIn for being a top innovative, beloved, and remote-friendly workplace. Belonging at LivePerson: We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances. We also consider qualified applicants with criminal histories, consistent with applicable federal, state, and local law. We are committed to the accessibility needs of applicants and employees. We provide reasonable accommodations to job applicants with physical or mental disabilities. Applicants with a disability who require reasonable accommodation for any part of the application or hiring process should inform their recruiting contact upon initial connection. #LI-Remote Please mention the word ****ACCLAMATION**** and tag RMTUxLjgwLjE0My4yMDY= when applying to show you read the job post completely (#RMTUxLjgwLjE0My4yMDY=). 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