

Customer Success Manager Grammarly for Education LATAM

Description

Grammarly team members in this role must be based in the United States, and they must be able to collaborate in person 2 weeks per quarter, traveling if necessary to the hub(s) where the team is based. The opportunity Grammarly is the world's leading AI writing assistance company trusted by over 30 million people and 70,000 professional teams every day. From instantly creating a first draft to perfecting every message, Grammarly's product offerings help people at 96% of the Fortune 500 get their point across and get results. Grammarly has been profitable for over a decade because we've stayed true to our values and built an enterprise-grade product that's secure, reliable, and helps people do their best work without selling their data. We're proud to be one of Inc.'s best workplaces, a Glassdoor Best Place to Work, one of TIME's 100 Most Influential Companies, and one of Fast Company's Most Innovative Companies in AI. To achieve our ambitious goals, we're looking for a bilingual, Spanish-speaking Customer Success Manager, Grammarly for Education, to support our LATAM customer base. This person will be responsible for cultivating and maintaining strong relationships with their assigned education accounts, ensuring high levels of value for our customers, and executing successful contract renewals.

Your impact As a member of the Grammarly for Education team, your role as a Customer Success Manager will be pivotal in integrating our product into higher education institutions to help solve some of their toughest challenges. You will be instrumental in creating a customer success engine that aims to maximize Grammarly's value for our customers. In this role, you will:

- Own all aspects of the customer life cycle post-sales for your assigned book of business, ensuring a harmonious blend of customer satisfaction and growth.
- Own both the expansion and renewal motion for your customers.
- Successfully onboard Grammarly for Education customers by training them on the available tools, determining how Grammarly can help them meet their objectives, and creating a plan based on their goals.
- Conduct regular account reviews, sharing metrics and insights to ensure customers receive maximum value.
- Drive account usage through feature adoption.
- Understand the technical and business aspects of each customer.
- Create and manage feedback loops and gather actionable insights to inform the product roadmap.
- Ensure high levels of customer satisfaction within your assigned Grammarly for Education accounts.
- Contribute to content and process improvements across the customer lifecycle to continually improve the customer experience.

We're looking for someone who Embodies our EAGER values: is ethical, adaptable, gritty, empathetic, and remarkable. Is inspired by our MOVE principles, which are the blueprint for how things get done at Grammarly: move fast and learn faster, obsess about creating customer value, value impact over activity, and embrace healthy disagreement rooted in trust. Is able to collaborate in person 2 weeks per quarter, traveling if necessary to the hub where the team is based. Has professional fluency in Spanish and English. Is able to travel internationally to visit customers onsite up to 25% of the time. Has 3+ years of experience in a Customer Success Manager role. Has experience partnering directly with Education industry customers, ideally within EdTech. Has a proven track record of exceeding quota targets and driving revenue growth in an AE or CSM role. Builds strong relationships with people to understand their needs and goals and identify creative solutions. Has experience working with various stakeholders, including upper-level administrators in higher education. Can synthesize quantitative and qualitative data, make data-driven decisions, and use

Hiring organization
Grammarly

Job Location
Remote

Base Salary
\$ 80000 - \$ 125000

Date posted
June 4, 2024

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(sometimes incomplete) data to identify gaps and opportunities. Has a proven track record of delivering on customer retention. Actively advocates for customers, working cross-functionally with product managers, engineers, marketers, and others to delight customers and help them meet their organizational goals while empathizing with other teams' processes and priorities. Relentlessly sets aggressive short and long-term goals and possesses a strong internal drive to achieve them. Actively contributes to voice-of-the-customer initiatives, provides customer feedback to other teams, aids in prioritization, and follows through to resolution. Uses systems such as CRM to track all customer-related activities and deliverables and manage pipeline and project revenue. Works to realize business value and expand customer relationships through deep knowledge of customer needs rather than a feature list. Has an understanding of subscription business models, including Freemium, free trials, account expansions, and upsells. Support for you, professionally and personally

Professional growth: We believe that autonomy and trust are key to empowering our team members to do their best, most innovative work in a way that aligns with their interests, talents, and well-being. We support professional development and advancement with training, coaching, and regular feedback. A connected team: Grammarly builds a product that helps people connect, and we apply this mindset to our own team. Our remote-first hybrid model enables a highly collaborative culture supported by our EAGER (ethical, adaptable, gritty, empathetic, and remarkable) values. We work to foster belonging among team members in a variety of ways. This includes our employee resource groups, Grammarly Circles, which promote connection among those with shared identities, such as BIPOC and LGBTQIA+ team members, women, and parents. We also celebrate our colleagues and accomplishments with global, local, and team-specific programs. Compensation and benefits Grammarly offers all team members competitive pay along with a benefits package encompassing the following and more:

- Excellent health care (including a wide range of medical, dental, vision, mental health, and fertility benefits)
- Disability and life insurance options
- 401(k) and RRSP matching
- Paid parental leave
- Twenty days of paid time off per year, eleven days of paid holidays per year, and unlimited sick days
- Home office stipends
- Caregiver and pet care stipends
- Wellness stipends
- Admission discounts
- Learning and development opportunities.

Grammarly takes a market-based approach to compensation, which means base pay may vary depending on your location. Our US and Canada locations are categorized into compensation zones based on each geographic region's cost of labor index. For more information about our compensation zones and locations where we currently support employment, please refer to this page. If a location of interest is not listed, please speak with a recruiter for additional information. Base pay may vary considerably depending on job-related knowledge, skills, and experience. The expected salary ranges for this position are outlined below by compensation zone and may be modified in the future.

United States: Zone 1: \$120,000 – \$150,000/year (USD) Zone 2: \$110,000 – \$138,000/year (USD) The commission portion for this role will be 20% of the On-Target Earning (OTE). We encourage you to apply

At Grammarly, we value our differences, and we encourage all—especially those whose identities are traditionally underrepresented in tech organizations—to apply. We do not discriminate on the basis of race, religion, color, gender expression or identity, sexual orientation, ancestry, national origin, citizenship, age, marital status, veteran status, disability status, political belief, or any other characteristic protected by law. Grammarly is an equal opportunity employer and a participant in the US federal E-Verify program (US). We also abide by the Employment Equity Act (Canada). Please note that EEOC is optional and specific to US-based candidates. Please mention the word ****BEAUTIFULLY**** 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