

# Byte

<https://www.byte.eco/job/23824/>

## Senior Customer Success Manager

### 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 Senior 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 all related topics. 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:

- 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.
- Understand how to build and present a LivePerson sales story using data and insights.
- Generate business plans to define your strategies and tactics.
- 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 skills.
- 5+ years experience in international B2B customer facing positions with a proven sales record.
- A strong understanding of businesses and digital trends.
- Customer oriented and excellent communication skills.
- Excellent presentation 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, procurement, legal etc).
- Ability to think and act independently.
- Curiosity & resourcefulness to understand brands internal process.

Proficient in English a must.

**Benefits:** The base salary range for this role will be between \$95,000 to \$120,000 with an 80/20 split. Final compensation will be determined by a variety of factors, including, but not limited to your location, skills, experience, education, and/or professional certifications. During the phone screening, your recruiter will provide the location-specific salary range for this role. Regardless of your personal situation or where you are in the world, LivePerson offers comprehensive and great benefits programs to meet your needs:

- Health:** medical, dental, and vision insurance and wellbeing resources and programs
- Time away:** Public holidays and discretionary PTO package for flexible days off with manager approval
- Financial:** 401K, ESPP, Basic life and AD&D insurance, long-term and short-term disability
- Family:** parental leave, maternity support, fertility services
- Development:** tuition reimbursement and access to internal professional development resources.
- Additional:** 24/7 access to professional counselors, voluntary insurance coverage, exclusive perks and discounts

**Why you'll love working here:** LivePerson is a hub for the ever-curious and proactive, offering a flexible work-life balance tailored to individual needs. With offices and WeWork

### Hiring organization

LivePerson

### Job Location

Austin, Texas, United States

### Base Salary

\$ 55000 - \$ 107500

### Date posted

June 6, 2024

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locations worldwide, our flexible work policy provides our teams the freedom to work from their preferred environment. 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 \*\*GLISTEN\*\* and tag RMTA3LjE3OC4yMzluMjQy when applying to show you read the job post completely (#RMTA3LjE3OC4yMzluMjQy). 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**

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