

Manager Customer Success

Description

The Team & Role SevenRooms is hiring for a Manager, Customer Success to lead our team of Customer Success Managers in APAC. In this role, you will be responsible for guiding, mentoring, and hiring members of the CSM team, while also providing our clients with a fantastic experience on our platform. You will lead strategic initiatives aimed at maximizing adoption, retention, and overall customer lifetime value for our clients. We are looking for someone who is passionate about the customer experience, is metrics-driven, and will help reinforce our customer-first mindset and culture. The SevenRooms CS Team is the heartbeat of our customers. We are a diverse, global team working to help our customers meet their business goals through creative problem-solving, data and deep product knowledge, always with a customer centric approach. Our team is a group of empathetic relationship builders, curious minds, doers, thinkers, strategizers, and friendly humans. The passion we have for the SevenRooms mission makes it easy to be obsessed with our customers. What You'll Do Mentor, inspire and grow our team of high-performing Customer Success Managers in APAC Develop best practices, user adoption, and retention strategy for your team Review and monitor incoming MRR & existing customers, and maintain responsibility for resource and capacity planning for APAC CSMs Work with product marketing team to develop content and a customized, creative approach to increasing the revenue generated by our products, and increase engagement health scores Partner with onboarding to ensure successful implementations and smooth transitions to customer success Work with CS Strategy & Operations team to iterate on customer health scores, prescriptive action plans driven by data insights, and a proactive customer journey strategy Track accounts through engagement data (via tools like Looker and Totango) to identify churn risk and work proactively to eliminate that risk Develop performance & growth objectives for our Customer Success Managers Maintain a deep understanding of our product and speak with customers about the most relevant features/functionality for their specific requirements Provide ongoing customer feedback, requests and concerns to Product through SevenRooms Product Ambassador Program Who You Are Prior experience in Customer Success, Account Management, or related customer-facing position within SaaS company, preferably in a high-growth environment 2+ years People Management and development experience; demonstrated leadership through accountability, continuous training, and coaching Proven track record of conducting quantitative analysis to derive insights and implement growth strategies Experience with Salesforce, Totango or other Customer Success CRM is required What We Offer A fresh start with a flexible and independent working schedule: SevenRooms provides all employees with their first two (2) weeks of employment as paid time off to relax and recharge before starting their journey with us. In addition to local statutory sick leave, you'll also have access to unlimited paid time off, including tenure-based PTO minimums and the option to work anywhere at any time. Equitable compensation: Our compensation packages are based on external market data. At SevenRooms, you can expect to be paid well for your contributions towards transforming the hospitality industry. We also offer equity for all employees as part of our commitment to everyone being an owner and working together to build an outstanding company. In addition to this, superannuation contributions are paid by SevenRooms on your behalf. Employee programs and recognition: Through our Roomieâ's Choice program, all employees at SevenRooms receive a monthly stipend to spend however they see fit. All full-time employees are eligible for our Core Value Awards program which is awarded bi-annually and recognizes those who exemplify our organizationâ's core values. You can expect unique milestone awards throughout your journey with SevenRooms, including swag, experiences,

Hiring organization

SevenRooms

Job Location

Sydney, New South Wales, Australia

Base Salary

\$ 62500 - \$ 97500

Date posted

June 7, 2024

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and trips to celebrate specific years of tenure. Opportunities for training and professional development: Your manager will partner with you on establishing quarterly goals that not only benefit our company but aid in your overall career development and advancement. SevenRooms also provides financial support for continuing education, certifications, or participation in external training programs. Please mention the word ****CELEBRATED**** and tag RMTUyLjU4LjE2LjMz when applying to show you read the job post completely (#RMTUyLjU4LjE2LjMz). 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](https://www.RemoteOK.com)