

Dedicated Customer Success Manager

Description

About Dedicated Customer Success The Dedicated Customer Success team focuses on supporting our current customers as their businesses grow and their needs change. We do this through cultivating an ongoing professional relationship and proactive outreach to our customers during key moments in their lifecycle to drive more feature adoption (EVI) and extend the customer tenure and lifetime value with Gusto. Like a private business banker, you will be the go-to advisor for our clients to help them sustain growth through optimal utilization of the Gusto People Platform. We are looking for a Dedicated Customer Success Manager to join our Customer Success team at Gusto. You will work to drive customer education and EVI, maintain customer satisfaction, and increase retention with our largest and fastest growing customers. You will be part of our founding team that will grow into a best-in-class customer success engine for our highest value customers. Together we will be at the leading edge of our efforts to increase customer love, eradicate customer pain, and create a holistic, integrated customer journey. Our customers' success is Gusto's success. Here's what you'll do day-to-day: Management of a book of business for our Premium customers during their lifecycle and moments that matter on Gusto. Proactively educate and introduce features and apps to customers to drive product usage and overall stickiness. Build professional and psychological trust with our Premium customers by engaging regularly and being an expert about their business leverages Gusto. Own your bias to drive strategic and intentional recommendations to our customers, matching their business and people growth with our capabilities. Lean into data to measure business insights, product feedback, market research Measure – we collect business insights, product feedback, marketing research with our content rich touchpoints with clients. We methodically collect, organize, and report on our findings to our cross-functional partners at Gusto. Support navigation – helping our clients navigate Gusto's CX organization. Use your deep Gusto product knowledge and Sandler skills to help our current customers adopt the features they need to support their business needs. Gather and share insights from your touchpoints from cross functional Gusto partners. They rely on our data gathering to make decisions on product roadmaps. Represent the voice of the customer! You will fuel the feedback engine to inform our sales processes, our product roadmap, and help shape Gusto to be the product of our customers' dreams. Here's what we're looking for: 2-4 years experience in high-volume customer facing roles (Customer Care, Customer Success, Account Manager, Sales Development Representative), preferably in the tech industry. Passionate about helping small business owners achieve more success through empathetic and consultative conversations. Comfort with ambiguity and willingness to experiment as we continue to build this team. Exceptional communication skills with the ability to explain complex topics like payroll and R&D tax credits in an easy-to-understand way. Analytic and strategic thinker with the ability to translate individual conversations into themes and recommendations. Energized by learning new skills to do the best work of your life. Proficient in Gusto tools & systems (SFDC, Panda, GSuite). Resilience strongly preferred. Strong to advanced Sandler skills. Comfortable with data analysis and data storytelling. Our cash compensation range for this role is \$91,000 to \$119,000 OTE in Denver, and Detroit locations. Remote locations will vary based on our geographical pay approach. Final offer amounts are determined by multiple factors, including candidate location, experience and expertise, and may vary from the amounts listed above. Please mention the word **OPTIMISM** and tag RMy4yMzkuMTg5LjY1 when applying to show you read the job post completely (#RMy4yMzkuMTg5LjY1). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and

Hiring organization

Gusto, Inc.

Job Location

Denver, Colorado, United States

Base Salary

\$ 65000 - \$ 105000

Date posted

June 9, 2024

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Contacts

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