

Enterprise Customer Success Manager

Description

Job Description(Remote, US based only)As a Customer Success Manager, you will be accountable for the success and retention of Bonusly's customers, establishing yourself as a Trusted Advisor and proactively providing best practice guidance and recommendations to maximize the value customers realize from Bonusly. We are looking for someone with an ingrained passion for people, and a love for finding creative solutions to help others create a culture of appreciation within their organization. You will become an expert on employee recognition and the Bonusly app while managing our customer's success throughout the customer lifecycle. From ensuring that Bonusly customers are on-boarded successfully, to seeing that they achieve their business and talent goals using our product, you'll directly affect the customer satisfaction, retention, growth, and advocacy of our amazing customers! At Bonusly, you'll Manage a portfolio of customers throughout the life cycle, owning their ultimate success by ensuring they realize the full value of the Bonusly platform.Ensure successful onboarding experience and product adoption.Partner with your customers to proactively optimize their use of Bonusly as their business and talent objectives change and best practices evolve Partner with the sales team to drive account growth Closely monitor your accounts to identify renewal risks and implement proactive interventions.Act as a trusted advisor your clientsHelp customers clearly define their Desired Outcomes, and work relentlessly to provide strategy and optimizations so that they achieve those goals. Showcase Bonusly's value to customers through regular check-ins and Executive Business Reviews focused on achieving desired outcomesDrive product adoption and ongoing usage of Bonusly by helping our customers follow best practices to get the most from Bonusly (and, help define what those best practices are!) Build and maintain healthy, multi-thread relationships across your accounts organizationsServe as the voice of your customers by sharing customer feedback and advocating for customer needs cross-departmentally and serve as the Voice of Bonusly with our customers to ensure mutual success in the partnershipKeep up with HR industry trends to understand and advise our customersYou're a great fit if you:Have experience selling HRTech productsHave 3+ years of experience owning Enterprise accounts from on-boarding to renewalsExcel at delivering delightful experiences, with a focus on customer growth and retention Serve as a consultative partner to your clients by seeking to understand problems and goals in order to deliver informed recommendations and partnership strategy Have strong business acumen with proven ability to balance clients' business needs as well as Bonusly business objectives to maintain and grow mutually beneficial partnershipsCompensation:Base salary: \$83,000 - \$120,000Equity: 0.022% - 0.05%Bonusly operates as a remote-first company within the United States. While we welcome applicants from across the country, we prioritize those residing in AZ, CA, CO, FL, MN, NY, NJ, OR, TN, TX, or UT to enhance our team-building and engagement efforts.Beware of scam messages regarding fake positions here at Bonusly. We will always reach out via email with an official name@bonus.ly email address.Please mention the word **TRANQUILITY** and tag RMy4yMzUuNjQuMTM4 when applying to show you read the job post completely (#RMy4yMzUuNjQuMTM4). 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

Hiring organization

Bonusly

Job Location

Remote

Base Salary

\$ 50000 - \$ 105000

Date posted

June 12, 2024

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