Customer Success Manager SMB Segment

Description

About OpenSesame: OpenSesame's mission is to help develop the world's most productive and admired workforces. We deliver a comprehensive catalog of eLearning courses from the world's top publishers. We add value to customers through their entire learning journey. While it appears to most people that we just sell training courses (over 30,000 of them), what we offer is the opportunity for companies to upgrade the skills of each of their employees. We are at a pivotal time in our growth as we diversify how we drive revenue. We've expanded our product offering dramatically and have a growing network of partners that is developing into a vibrant channel. Our customer base has high satisfaction ratings, and there is room to grow our retention even more. www.opensesame.com/about About the Team: Our Customer Success Managers (CSM's) are trusted advisors to our customers in the elearning space. Our goal is to work with customers to determine how OpenSesame can help them achieve their training goals. Our CSM provides outstanding service to grow existing accounts by partnering on strategic training initiatives, defining high-level marketing & communication strategies within customer organizations, and driving increased utilization and engagement to our customers over long-term relationships. Your performance will be measured through renewals, account growth, churn rate, and customer satisfaction metrics.

About the Job Primary Point of Contact: CSM acts as the customerâ's primary point of contact within OpenSesame, often to triage or coordinate internal teams and efforts to support and maintain a strong ongoing customer relationship. Act as the internal voice of the customer. Responsible for Customer Success Metrics including: renewals, account growth, churn rate, and customer satisfaction metrics. Account Reviews: Regularly communicate with your portfolio of customers to maintain and increase engagement through innovative approaches to increase elearning course usage. Day-to-Day Communications: Quickly and thoughtfully handle day-to-day requests, which will be tracked and stored in our CRM (Salesforce). Grow Accounts: Identify and drive opportunities to grow accounts with existing or new products and services. Building to Scale: As a growing team, we are building out new scalable resources and best practices to train and service customers (and their end users). Understand our Product: Develop a deep understanding of the OpenSesame marketplace and offerings to help create best practices for customer success. Build References: Solicit case studies, ROI and testimonials from our customers in order to both validate our value proposition and provide feedback to our product and sales team. Our ideal candidate would have many of the following: Relationship Driven: Has successfully developed and managed direct customer relationships. Preferably in a B2B environment – either in elearning, corporate training, or SaaS. Technology & Training Advocate: Has a passion for technology and elearning. They understand the corporate training landscape and the mindset of a CLO (Chief Learning Officer). Communicator: Possesses exceptional communication / interpersonal, analytical, and problem-solving skills. Detail Oriented: Will be able to quickly master the technical nuances of how the OpenSesame product works and become a partner for the customer, helping them understand the training opportunities and respond with valuable solutions and programs. Project Management: Strong ability to project manage and assist customers with onboarding and execution of their training program. Independent Worker: Demonstrates the ability to work independently and in a close team environment and is accountable for your work and outcomes. Identifies Trends: Has a proven track record of aggregating individual customer feedback and requests to help us better serve the needs of our overall customer base. Performance Based Objectives: In your first 30 days, you will complete OpenSesame CSM onboarding, understand our value proposition, learn how

Hiring organization
OpenSesame

Job Location
Pittsburgh, Pennsylvania, United States

Base Salary
$ 65000 - $ 120000

Date posted
June 17, 2024

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OpenSesame CSMs support customer journey, and be able to deliver presentations for each customer journey touchpoint. In your first 30 days, you can deliver a virtual demo of the OpenSesame platform and begin onboarding 3 new customers. In your first 60 days, you will fully understand the OpenSesame catalog, independently manage accounts at 50% of your portfolio load, and deliver 25 customer meetings. At the end of 60 days, you will have success plans for the top 30% of your accounts, forecast and close upcoming renewals, and actively look for upsell opportunities. At the end of 90 days, you will be managing a full portfolio of accounts, delivering all customer journey touchpoints, forecasting and closing renewal opportunities, and meeting retention and upsell OKRs. Within your first 90-120 days, you will have a solid understanding of your market and successfully partnered with the Support, Curation, and Sales teams. Using Salesforce.com and Gainsight, you will keep your activities, meetings, opportunities, and forecast up to date daily. Location: This position can be located anywhere in the U.S. All positions will require up to 15 days of travel per year for company-wide events (typically January, May, September). Performance Driven: We're looking for self-starters with a track record of delivering excellent results, but we're highly selective about who we hire. We don't focus on typical job requirements, instead, we're interested in specific examples from your past experiences. Compensation: The base pay for this position depends on experience and generally ranges between $66,000 to $73,000. With bonuses, on-target earnings typically range from $79,200 to $87,600. At OpenSesame, we offer a comprehensive benefits package to employees upon hire, including ISOs, health insurance, 401(k) matching, and paid time off. We carefully consider a wide range of compensation factors, relying on market data to determine compensation and consider your specific job family, background, skills, and experience. Equal Employment Opportunity: OpenSesame is an Equal Employment Opportunity and Affirmative Action employer that values and welcomes diversity. We do not discriminate on the basis of various legally protected characteristics, including criminal history, and strive to provide reasonable accommodations to qualified individuals with disabilities. We prioritize safety and security and may use your information accordingly, and you can contact us for assistance or accommodations during the job application process. For more information on our Diversity, Equity, and Inclusion initiatives, click here. Pay Transparency: At OpenSesame, we prioritize pay transparency, fairness, and equity to create a positive and inclusive work environment, regularly reviewing our compensation practices to align with our values and goals. We provide competitive and fair compensation to our employees based on their skills, experience, and performance. CPRA (California Candidates): When you submit your application, OpenSesame may collect and use your personal information in accordance with our privacy policy and the CPRA. This may include personal details and employment history, and will only be used for employment-related purposes. We may share this information with third-party service providers, but we will not sell it to third parties. If you have any questions or concerns, please contact us, and for more information on your rights under the CPRA, refer to our privacy policy or the California Attorney General's website.Please mention the word **INSTRUMENTAL** and tag RMzUuMjM1LjEwNy40Mg== when applying to show you read the job post completely (#RMzUuMjM1LjEwNy40Mg==). 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