

Yext (NYSE: YEXT) is the leading digital presence platform for multi-location brands, with thousands of customers worldwide. With one central platform, brands can seamlessly deliver consistent, accurate, and engaging experiences and meaningfully connect with customers anywhere in the digital world. Our AI and machine learning technology powers the knowledge behind every customer engagement, which is only possible through our team of innovators and enthusiastic collaborators. Join us and experience firsthand why we are consistently recognized as a 'Best Place to Work' globally by industry leaders such as Built In, Fortune, and Great Place To Work!

As a Manager/ Sr Manager of Customer Success for Healthcare, you will lead a team of CSMs dedicated to driving measurable business outcomes and ensuring customer retention through deep industry expertise. You will set high-level retention goals, manage key performance indicators (KPIs), and foster cross-functional collaboration with Sales, Support, and Services.

In this role, you will develop a team of thought leaders who stay ahead of industry trends and tailor engagements using the client's language. Partnering closely with Sales leadership, you will enhance forecasting accuracy, proactively identify risks, and implement mitigation strategies. Additionally, you will drive CSM enablement, ensuring presentations and engagements are industry-specific and client-centric while equipping the team with forward-thinking insights and emerging trends.

What You'll Do

- Own customer retention and upsell strategies within the vertical, ensuring CSMs are presenting value to deliver measurable business outcomes to clients.**
- Build a high-performing team of vertical experts who educate and guide clients using industry-specific language and insights.**
- Partner with Sales, Support, and Services to align customer success efforts with overall business goals ensuring the voice of the customer.**
- Align with sales focusing on forecasting accuracy.**
- Successfully navigate high-value accounts to create opportunities for deeper relationships at the C-level, including conducting strategic business reviews and check-in points with clients.**
- Develop and coach CSMs to stay ahead of industry trends, enhance their executive presence, and effectively identify and mitigate customer risk.**
- Create mechanisms and frameworks that drive efficiency, eliminate bottlenecks, and enable the team to operate at scale.**
- Influence discussions with senior leadership across business groups,**

advocating for customer needs while balancing internal resources and sustainability. Handle escalations, trade-offs, and high-impact decisions while simplifying complexity and mitigating risk. Set clear performance expectations and hold the team to high standards through accountability-based coaching. Foster a strong team culture that prioritizes growth, collaboration, and career development. Advocate for team-building efforts that enhance engagement, maintain high employee retention, and create a sense of ownership and purpose within the team. Understand and effectively communicate Yext's value proposition, technology, processes, and partnerships as they related to the growth of the clients

What You Have

- 10+ years in a customer-facing role with a strong track record in customer success, account management, or consulting.
- 2+ years of people management/leadership experience
- Healthcare vertical experience
- Proven ability to act independently, set strategic direction, and drive key initiatives forward.
- Strong executive presence with the ability to influence cross-functional stakeholders and senior leadership.
- Experience with forecasting, risk identification, and mitigation in a recurring revenue business.
- Deep analytical skills to assess customer health, retention drivers, and industry trends.
- Demonstrated ability to create scalable processes and best practices that drive efficiency and impact.
- Experience in Digital/Technology Account Management
- Demonstrated partnerships with large clients and proven track record as a trusted advisor to clients
- Deep understanding of the digital marketing industry and available products, in particular the local search space, with the ability to credibly articulate strategic insights for clients that are based on data/research
- Ability to articulate the distinct aspects of products and position them against competitors
- Leadership in developing world class client presentations
- Ability to thrive in a fast pace environment with tight deadlines
- Ability to build and maintain internal working relationships across global offices
- Die hard drive to make clients successful

Pay ranges at Yext are established based on an analysis of salaries for positions with a similar level of accountability and impact in the relevant labor market. Salary levels are expected to change to reflect an employee's job performance (results and impact) over time. Salaries at the time of hire are typically offered in the lower to middle of the above-referenced range in order to provide

the opportunity to reflect performance-based increases over time. In addition to base salaries, employees at Yext are typically eligible for a comprehensive package of benefits including medical, dental and vision benefits; life insurance; short term and long-term disability; 401(k) retirement plan; and vacation and sick leave. Successful candidates may also be eligible for equity (stock) based compensation and/or variable pay programs based on performance relative to goals and targets.

Annual Base Pay Range \$109,350-\$244,500 USD

Yext is committed to building an inclusive and diverse culture where every person is seen, heard, and valued. We believe in equal employment opportunity and welcome employees and applicants of all races, colors, ethnicities, religions, creeds, national origins, ancestries, genetics, sexes, pregnancy or childbirth, sexual orientations, genders (including gender identity or nonbinary or nonconformity and/or status as a trans individual), ages, physical or mental disabilities, citizenships, marital, parental and/or familial status, past, current or prospective service in the uniformed services, or any characteristic protected under applicable law. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. It is Yext's policy to provide reasonable accommodations to people with disabilities as required by law. If you have a disability that requires an accommodation in completing this application, interviewing, or participating in the employee selection process, please complete this form.