

CUSTOMER SUCCESS MANAGER

Paradata is looking for an energetic, passionate, tech-savvy and customer-oriented Customer Success Manager to help our customers be more successful with our product. You'll be working with our diverse customer base to get them on-boarded, answer their questions and help them be more productive with our software throughout the customer lifecycle. Customer Success Managers are the voice of the customer, key in ensuring successful customer engagement, including onboarding, adoption and overall Product satisfaction as well as insuring that best practices are developed and used to insure our ROI.

We're a fast-growing startup and our days are fun and intense. We have a dynamic and diverse customer base who want to be more productive and need your help taking the steps to make it happen. It'll be your job to understand their goals, make thoughtful recommendations that solve their problems promptly, and be the voice of the customer within our organization.

On any given day, you'll be doing most or all of these things:

- Proactively on-boarding all new paying customers; understanding their use case in order to best align our software to their goals
- Showing new customers around our software and answering usage questions
- Work side-by-side with our Sales team to identify up-sell opportunities
- Documenting findings from customer interactions and Collaborating with our Customer Support team as necessary to resolve technical bugs and issues and develop new Product line features.
- Developing and executing customer success plans, including tracking and reporting on key metrics for customer adoption and success.
- Leverage alerts in our CRM to proactively reach out to at-risk accounts and get them back on track to being more productive
- Taking full ownership of customer satisfaction for customers identified as needing intervention and working through all issues

A strong candidate for this role will be:

- Highly motivated by customer retention and renewals, customer success and satisfaction. A clear communicator, both verbal and written. Experience in talking on the phone with customers and putting them at ease. Ability to move between customers easily with the same passion and focus creating one to one relationships and drive Product expansion within the account.

Required Skills/Experience:

- Minimum of 2 years' experience in technical account management, customer success or marketing, whether as a marketer or providing services to marketers; experience with SaaS companies is required.
- Proven customer-facing skills.
- Exceptional analytical and problem solving skills, including the ability to figure out how things should work, and to identify patterns and trends.
- A strong entrepreneurial spirit and a passion for excellence.
- A results-oriented, positive self-starter attitude and desire to exceed expectations at every opportunity.
- Attention to detail, strong organizational skills, and an absolute focus on quality of work.
- Comfortable with ambiguity and change that come with working in a rapidly growing start-up environment
- A bachelor's degree.