



At Stickyleaf Software the Customer Success Manager (CSM) is responsible for developing customer relationships that promote retention and loyalty. The CSM must work closely with customers to ensure they are satisfied with the services they receive and to improve upon areas of dissatisfaction. CSMS provide technical support to customers with the goal to keep customers satisfied with the business's products.

Responsibilities

- Establish clear retention goals and process milestones for the client and employees to work toward
- Assist customers as needed with setting up and navigating programs or software associated with a product or service
- Promote the value of the product and upsell services and products with brand image and promoting value through customer experience
- Assist in creating training courses and educational materials for other members of the department
- Review customer complaints and concerns and seek to improve all aspects of the customer experience with the company
- Promote an energetic fan base for products and locate brand ambassadors to share the product's benefit and value
- Maintain a detailed understanding of products and services, assist customers with questions and suggest the best products for their needs
- Optimize existing processes within the company and actively enhance all Customer Success initiatives

Qualifications

- 3-5 years of experience in customer service or customer success position strongly preferred
- Experience working with brand image and promoting value through customer experience
- Exceptional ability to communicate and foster positive business relationships
- Technical skills required, as they relate to the use of the product to service to be solid
- Accountability and personal organization are essential
- Experience in managing a diverse group and training each according to company standards
- Ability to establish milestones and keep all team members on task
- Experience analyzing and optimizing the existing processes in the Customer Success department
- Deep understanding of customers concerns and thoughts regarding the use of products, and the ability to troubleshoot as needed