



Job Description: USA

POSITION TITLE: Customer Success Manager

REPORTS TO: Customer Success Team Lead/Manager

DATE: Jan 2017

SCOPE OF THE ROLE

The Customer Success Manager ensures that EROAD's customers receive significant value from EROAD and seamless service while achieving operational delivery and growth objectives.

A first impression is a lasting one and once a customer has decided that EROAD can help them achieve what they need to do our Customer Success Team creates the foundation for the entire relationship.

Keeping our customer promise of helping them achieve their business outcomes means we take care of their journey with us every step of the way.

- We provide a smooth post sale onboarding experience. To keep commitments on track, we create customer implementation success plans.
- We identify their expectations, and then monitor critical milestones through provisioning, dispatch, installation and training.
- If issues or delays arise, we resolve them quickly and efficiently minimizing customer impact.

This role will manage, motivate and lead the Customer Success function by driving a strong customer-centric culture and ensuring efficient and effective service delivery. Achieving agreed outcomes for customer success and business excellence evidenced through service delivery performance to targets.

As our customers grow and change with us, the Customer Success Manager also supports customers in managing business and product changes, renewal and rollover activity, maintaining and increasing revenue by identifying needs and highlighting opportunities to make our customers' lives easier.

RESPONSIBILITIES

- Manage the handoff from Implementation to Customer Success
- Make proactive, value-added touchpoints with customers assigned to your book of business
- Provide Enterprise level accounts with Quarterly Business Reviews that add value and maintain customers' business objectives.
- Serve as a customer advocate by: facilitating training and educational sessions on new product and/or functionality releases that bring value to the customer, collaborate as needed with professional services counterparts (implementation, training, etc.) to ensure we deliver a cohesive service experience and monitor and escalate any risks to appropriate management.



- Keep a pulse on happy users and turn them into early adopters of new features.
- Maintain and monitor customers at risk and develop a process and plan to avoid churn.
- Leverage internal tools to manage, track and report on key customer information (i.e. health, contacts, initiatives, business reviews, etc.)
- Ability to communicate product updates and new product releases across departments, ensuring team members have the capability to support new releases and updates prior to launch
- Ensure all activities are provided in a professional, safe and consistent manner.
- Manage the contract renewal outreach with the sales team to ensure contract renewals.
- Assist with NPS scores and general customer management post-sale.
- Respond to customer inquiries within agreed Customer Success SLAs.
- Obtain and evaluate all relevant information to handle inquiries and issues.
- Identify and escalate situations requiring urgent attention.
- Prepare reports and provide information for business operational scorecards.
- Stay current with system information, changes and updates, communicate and train team on any changes/updates
- Be a champion of customer centric solutions and outcomes within EROAD.
- Implement preventive measures to reduce customer faults and issues.
- Develop and recommend budgets and staffing requirements on a short term and long term basis. Provide forecasts and planning of expected volumes.
- Develop, implement and ensure compliance to business processes and procedures
- Improve business processes implementing a continuous improvement methodology.
- Assist the Engineering Team with prioritization of product enhancement requests when necessary and applicable.

COMPETENCIES

- Foster customer-centric, proactive culture within the team and the wider EROAD team.
- Proven skills managing large scale accounts and ability to build and maintain relationships.
- Excellent communicator, both oral and written.
- Strong time management and project planning skills.
- Able to multi-task efficiently under time pressure.
- Systematic problem-solver. Able to make good decision based upon the required business outcomes that still maintain customer needs in mind.



	<ul style="list-style-type: none">• Able to work with cutting edge technology and assimilate information rapidly
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Ability to thrive in high-performing, fast-paced environment• Passionate about working with customers to ensure they are more successful with EROAD• Team oriented, collaborative spirit• Strong influencer and product evangelist• Excellent prioritization and time management skills• Self-driven• Comfortable with ongoing customer outreach via phone, web conferencing, email, etc.• Strong interdepartmental communication, project management and organization.
REQUIRED EXPERIENCE	<ul style="list-style-type: none">• Previous experience in a similar role• Ideally experienced with SaaS products.• Excellent written, oral presentation and interpersonal communication skills, and customer empathy.• Experienced working with technical and complex products.• Project and/or Account Management experience in a SaaS environment a plus.• BA/BS Degree and/or 3+ year's experience in a customer facing capacity (i.e. AM, CSM).• Passion for customer experience and customer success

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.