

# Customer Success Manager

**Location:** US, EMEA, India (remote)

**Job Type:** Full-time

**Salary:** Based upon experience

## Role Summary

The job of the Customer Success Manager (CSM) is to drive success, adoption, and renewal for key strategic customer accounts. We are seeking a naturally curious and intrinsically motivated individual with proven success in relationship management and outreach efforts. This individual is articulate, has strong written and verbal communication skills, as well as a high degree of business acumen.

The CSM will ensure that maximum value is derived from the SaaS platform and related services by quantifying the value with available data & analytics, driving adoption, sharing best practices, answering business questions, identifying opportunities of upselling and cross selling. The CSM will work closely with the Sales Team, designing and executing customer success plans to ensure our mutual objectives are truly met and customers are successful. In addition to focusing on customer satisfaction and driving renewals, the Customer Success Manager must also have a long-term perspective and vision as the trusted advisor and primary escalation point for existing customers.

The CSM role at CLDigital is an important component to the success of our client services team and our business. It is also a great opportunity for early career professionals to gain expertise at a world-class SaaS company. Most importantly, you'll be part of a passionate team striving to dramatically reshape a mature industry through creativity and technology.

## Key Responsibilities

- Build and manage customer success plans to aid customers in achieving their objectives
- Ensure timely and successful customer enablement and training to help customers realize the business value of our partnership and offerings
- Maintain customer satisfaction by engaging the right CLDigital teams, removing roadblocks, and influencing product roadmaps in support of our existing customers
- Assist with support escalation to ensure critical, business-impacting issues are organized and resolved as quickly as possible
- Ensure customer needs and challenges are communicated and understood by Executives and functional teams
- Work closely with sales, marketing, and product management teams to drive customer adoption and satisfaction
- Serve as relationship manager, customer advocate, and subject matter expert of SaaS usage and business processes
- Gather case studies and identify customer references

## Essential Requirements

- 3+ years of relevant experience in a successful customer advocacy role
- Positive and energetic meeting skills, active listening skills, strong writing, and presentations skills
- Demonstrated ability to work in a fast-paced organization

- Proven ability to manage a dynamic workload of complex priorities and deliverables while proactively communicating expectations
- Strong data-driven and problem-solving skills and a passion to learn and master new concepts quickly and independently
- Highly professional demeanor and a customer-first mindset

### **Preferred Qualifications**

- Background in Risk or Resilience industry
- SaaS or Software experience
- PMP, Six Sigma, Agile, Lean – experience or certifications

### **About CLDigital**

“CLDigital is on a mission to improve business performance by connecting risk, resilience, and operational data.” – Tejas Katwala, *CEO and Co-Founder*

Since day one, CLDigital has never wavered on its goal to transform the enterprise risk and resilience market. Our goal is to deliver the most compelling high trust, completely visual, no code development platform focused on rapidly building, deploying, and operating enterprise-grade solutions. Our SaaS solution, CL360, features unparalleled user experiences across the enterprise, configurable business process management, analytics that deliver insights so you can make data-driven decisions, and an API to integrate with any system. CL360 brings data to life with fully configurable templates, boardroom worthy plan output, and intelligence to recover quicker.

When the unexpected happens, CLDigital helps organizations adapt rapidly, focus on data-driven priorities, and manage recovery of critical processes, suppliers, applications, and key assets.

CLDigital is looking for motivated and brilliant data scientists, engineers, designers, engagement managers, and business development leaders to join our global team of innovators. Help us transform the way businesses think about and solve problems from the inside.

CLDigital is an equal opportunity employer and is committed to the standard of equal employment opportunity for all employees and to creating and maintaining a workplace free of discrimination and harassment.