



Company

Raven360 is a Learning Management System taking on established players within the Learning Management System space – and winning! We are focused on Customer Success and Customer enablement.

Our typical client profile is Enterprise technology organizations that are providing tens of thousands of customers across globally distributed audiences the hands-on training and course materials they need to effectively use that Enterprise's technology.

Whether an Enterprise's employees, customers or partners, users access Raven360 to register, pay for, and consume content both digitally and through instructor-led offerings. Our full stack solution provides clients a single portal to manage all aspects of their knowledge distribution ecosystem.

We are a small team experiencing rapid client growth and are seeking an ambitious Customer Success Manager (CSM) to grow with us!

Job description

The Customer Success Manager (CSM) is responsible for ensuring customers are maximizing the value of Raven360's products and services. CSMs facilitate all customer activity through strong relationship-building, product knowledge, planning and execution. The role involves supporting and analyzing client activities, increasing product adoption and ensuring client retention and satisfaction. All the while gaining an understanding of how and where Raven360 fits into customers' day to day business processes.

You will:

- Onboard new customers to the Raven 360 platform
- Develop and foster strong customer relationships
- Act as the primary advocate on the customer's behalf
- Respond to customer inquiries and issues
- Write value statements for enhancement or new projects requests
- Serves as a liaison and communication channel for internal departments to ensure delivery of optimal service and customer satisfaction
- Ensure all users are adequately trained on Raven360 products and services
- Be an expert in customer business processes and use of the application and reports
- Regularly solicit customer feedback, gauge, and share level of satisfaction
- Analyze support inquiries to identify trends and suggest improvement areas
- Analyze activity to identify areas where product or system improvements can be made
- Keep customers informed about current and future Raven360 initiatives



You are:

- A strong relationship builder and communicator with a keen ability to engage stakeholders.
- A strategic thinker that can translate strategy into action.
- Adept with turning qualitative and quantitative data into compelling stories.
- A consummate self-starter with a keen eye for detail.
- Confident, high energy and true team player

You have:

- 3-5 years of experience in customer-facing role, such as Customer Success or Account Management.
- Possess strong phone, written and verbal communication skills with excellent presentation skills
- Experience working with senior and executive level customer contacts
- Demonstrated ability and desire to work and excel in fast-paced environment
- Understanding of Internet and web applications with a desire learn new technologies
- Ability to understand and articulate technical concepts and derive solutions
- Must possess a proven understanding of corporate business world, prior experience in SaaS preferred
- Well-organized, with a high attention to detail and ability to prioritize

Benefits:

Competitive salary

Health insurance

401k

Dental

Vision

Unlimited vacation

Remote work