

Customer Success Manager

Description

Clarivoy is a marketing technology company, focused in the automotive industry, that delivers unified, unbiased intelligence to advertisers and agencies. We leverage customer data so that they can know their consumers better, do more with their marketing, and generate more sales.

- ▲ Clarivoy thrives on the curiosity and unconventional thinking of its people and is driven by a relentlessness to solve new and challenging problems
- ▲ We try not to take ourselves too seriously, staying open to new ideas – agile to the core
- ▲ We value: people first, clarity, agility, honesty and integrity

We are looking for a mid-level professional with account management or client service experience to manage key account relationships, applying their comprehensive understanding of digital and traditional marketing and advertising as well as their experience in the retail automotive industry.

Responsibilities

- ▲ Drive true value for customers
 - Develop trusted relationships with decision makers with each assigned customer and serve as the lead point of contact.
 - Educate customers on product features and data output so that they get the most value out of our products
 - Maintain expertise on industry trends/practices and competitive landscape.
 - Play a critical communications role by regularly interacting with customers to clearly and succinctly communicate insights
- ▲ Lead cross-functionally to drive customer success
 - Work with internal teams to balance, meet and exceed customer expectations and perceptions.
 - Oversee the customer onboarding process and monthly data collection for assigned customers.
 - Work closely with Product and Engineering teams on the identification and tracking of enhancement requests for future features and functionality.
- ▲ Drive alignment for customer renewals and expansion
 - Partner with Sales to develop a plan for customer success and expansion for each customer to achieve growth goals.
 - Identify up-sell and product extension sales opportunities and communicate any potential risks that would threaten renewal.
- ▲ Be the best user of Clarivoy products to promote customer adoption and use
 - Maintain a deep understanding of our solutions and speak with customers about the most relevant features/functionality for their specific business needs.
 - Develop customer stories, case studies and client references.

- Develop and teach best practices around analysis and insights to both clients and throughout Clarivoy.
- ▲ Achieve operational excellence
 - Function as the voice of the customer and provide internal feedback on how Clarivoy can better serve our customers.
 - Enhance the effectiveness and efficiencies of processes and systems.

Skills and Qualifications

- ▲ BA/BS degree or equivalent work experience
- ▲ 5+ years of account management at a SaaS company or in an agency setting
- ▲ Excellent communicator in-person, on the phone, through email and over web presentations
- ▲ A familiarity with traditional and digital marketing, buying and measurement
- ▲ Strategic thinker with the ability to think and respond quickly in front of customers
- ▲ Strong organizational skills with keen attention to details
- ▲ Deeply analytical: use frameworks, data, and analytical tools to help structure the team's thinking, facilitate alignment across multiple senior stakeholders, and reach insightful, actionable answers to challenging and ambiguous problems
- ▲ Experience working with cross functional teams
- ▲ Strong focus on user needs and an intellectual curiosity about the products that help to meet them.
- ▲ Retail automotive experience is strongly desired
- ▲ Sales experience is a plus.

Travel

Up to 25% of your time may include travel for client visits, conferences, networking events or other work-related events.

Please submit inquiries to hello@clarivoy.com