



Customer Success Manager

Location: Silicon Valley CA

Retail and CPG B2C e-Commerce

Tremendous opportunity to join a privately-held, 30 person ultra-high-growth, e-Commerce solutions disruptor. This SaaS application gets closer to clients in how they shop, what they shop for, what they like, and why to provides the ultimate in customer connectivity and satisfaction, the highest value, most exciting merchandise and the highest possible profitability per item to the merchant.

The company is tearing through 2017 and has landed of 15 of the 150 largest specialty and apparel Brands in the United States. The solution has been achieving ROI within 30-60 days of go live with 100% reference ability and retention of all clients!

Role:

- * Vibrant, trend setting headquarters located in Silicon Valley offices.
- * Drive the adoption, utilization and overall satisfaction for clients in the Apparel, Specialty, Department, Luxury, and Multi-brand online industry
- * Reports into the CRO and CEO
- * Serve as the primary point of client contact to manage all issues regarding to service, training, renewals, enhancements and partner project integrations
- * Become an industry recognized thought leader of best practices for customer satisfaction within the retail e-Commerce applications community
- * Play a leadership role in developing the methodology and makeup of the client success practice with an eye towards expansion
- * Solicit feedback, testimonials and build business cases summarizing customers meeting their objectives with the solutions and their reviews of support
- * Assist business users in driving awareness of solution capabilities and benefits throughout the client organization to maximize value
- * Gather data on client revenue gains through utilization of the solution to establish timelines for ROI and performance objectives
- * Be the voice of the customer and customer champion internally to share client needs present and future

Skills Required:

- * **Strong record as an Account or Customer Success Manager** for retail business software.



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- * Background in e-Commerce, online Loyalty, survey, analytic, Merchandising, Marketing Automation, supply chain, Customer Experience, Feedback Management, CRM software preferred
- * Record of success in hi-growth environments
- * Highly collaborative, team-oriented contributor capable of partnership with leadership team
- * Credible track record of success in reducing churn, increasing customer satisfaction and KPI attainment
- * Desire to help pioneer a company brand as a member of the founding team

Apply to Darrell Rosenstein ddr@intrinsic-search.com