



AUSTIN CHAMBER

Job Title:	Customer Success Manager	Position Type:	Full-time
Department:	Customer Experience	Reports to:	Director, Customer Success

Position Summary

The Austin Chamber is seeking a dynamic person who has experience reducing churn, improving customer engagement and building lasting relationships. Customer Success Managers are responsible for developing and maintaining customer relationships that promote retention and loyalty. The CSM influences every touchpoint of the member journey, including the onboarding process, engagement, and renewal. They do this by constantly improving customer satisfaction and advocating on behalf of the customer. The ideal candidate should have a proven track record of account management, maintaining high customer renewal rates due to ongoing customer engagement, technical leadership, and outstanding communication skills.

Roles and Responsibilities

Drive customer success outcomes

- Increase renewal rates and reduce churn
- Influence future lifetime value through higher adoption of products and services
- Track and report on key metrics
- Develop and share best practices with team members to continually improve customer success processes

The customer experience

- Deliver an outstanding and consistent experience to customers
- Manage customer benefit fulfillment through cross-functional collaboration
- Connect customers to engagement opportunities and manage committees as assigned
- Gather feedback from customers, analyze customer data and study other customer success programs to identify and apply best practices
- Maintain a detailed understanding of the Chamber and assist customers with navigating their membership throughout the customer journey

Sales and Onboarding

- Manage and maintain an effective onboarding process to maximize customer success across multiple member segments
- Build relationships with assigned new members, ensuring strong engagement throughout customer's lifetime
- Collaborate with marketing and sales teams to recruit, profile, and develop customer-focused sales pipelines that align with product and facilitate healthy onboarding

Membership Renewals

- Balance an effective renewals process with other activities, where neither is done at the expense of the other, but contribute to a holistic effort
- Ensure timely and strategic communications with customers during renewal timeframes
- Track renewals process to anticipate problems and troubleshoot issues

Customer Support

- Optimize observable customer support practices and procedures that maximize the customer experience
- Work across the organization to resolve issues and connect customers to opportunities
- Creatively assess customer needs and how the Chamber can help

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- 2+ years of experience in account management or customer success management
- Bachelor's degree in marketing, business, communications, or closely related field
- Salesforce or other CRM experience is a significant plus
- You are passionate about the customer experience and ensuring customers see real value in our offerings



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- Experience collaborating cross-functionally to improve the customer experience
- Analytical and process-oriented mindset
- Excellent verbal and written communication skills
- Project management experience is a plus

Last Updated By:			7/12/2021
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