

Customer Success Manager

Smartsheet is looking for a Customer Success Manager who will be responsible for customer subscription revenue retention and subscription expansion. This role will have primary responsibility for building, leading and motivating a team of Technical Account Managers Customer Success Specialists – the Customer Success Team. He/she will ensure the smooth everyday running of this core team, ensuring that SLAs are met and that quality targets are reached and maintained. To guide, and act as mentor to this team as they deliver a unique service, providing advice, guidance, training and consultative services that enables customers to achieve their collaboration goals on Smartsheet. The Customer Success Manager will also provide daily guidance and team inclusion for the members of the extended team responsible for adoption and retention. This high profile role reports to the Director of Sales and is based in Smartsheet's corporate offices in Bellevue, WA

Key responsibilities:

- Motivate the Customer Success team through performance, coaching, career planning & setting educational objectives.
- Facilitate customer resolution for escalated calls, engage the necessary technical support and customer facing and management updates.
- Follow up with unsatisfied customers to ensure issues are resolved and the customers are satisfied.
- Report operational achievements and progress to the Director of Sales on a regular basis including statistical analysis and improvement of action plans.
- Foster a strong relationship with the sales team, support team & within the Customer Success team.
- Manage existing customer renewals on accounts.
- Provide support for adoption related activities on accounts.
- Last but not the least, deliver and exceed on all Team performance targets.

Qualifications/Key Requirements:

- 8+ years of experience in a related function is required. The direct customer advocacy and engagement experience in post-sales or professional services functions in Fortune 1000, mid-tier, and/or start-up companies.
- Successfully managed accounts in B2B software, SaaS, or technology solutions to technical and non-technical people
- 2+ years of experience in implementing Sales Force Automation (SFA), Sales process, and/ or Customer Relationship Management (CRM).
- Excellent analytical skills & problem solving skills, combined with the ability to provide quick resolution to problems.
- Exceptional verbal and written organizational, presentation, and communication skills.

- Preferred experience in adoption and retention related activities, including value resell, up sells, mass mail campaigns, etc.
- Must be customer service oriented and believe in teamwork, collaboration, adaptability & Initiative.
- Experience in coaching and staff development is mandatory.
- Demonstrable success in thinking strategically, executing tactically while providing consistent and high levels of customer satisfaction and retention in a fast-paced environment.
- Competitive & competitively aware. Proficient at explaining strengths & vulnerabilities.
- Willingness to travel from 25 to 50% of a random monthly to quarterly schedule.
- Bachelor's degree or equivalent experience.

Smartsheet is a fast growing, dynamic Software as a Service business serving 20,000+ customers in over 80 countries. This role is an opportunity to join us a defining moment and truly make a mark. For the right candidate, this is a career defining opportunity.