



## **Customer Success Manager**

As a key member of the Customer Success team, reporting to the Head of Customer Success, the CSM works to equip customers with common practices for developing an effective content strategy and maximising adoption of the current and future capabilities of Axonify. The CSM is the primary relationship owner with our enterprise clients. They work to ensure the success and growth of Axonify, ranging from equipping customers with best practices, to developing an effective content strategy and maximising adoption.

### **Job Responsibilities**

- Act as the clients' primary contact and lead several onboarding engagements with customers, ensuring adoption and ongoing engagement, and product satisfaction throughout the customer's journey
- Analyse learning and business data to identify early wins or issues that impact learnings effectiveness
- Implement and share best practices with the customer to ensure they are getting the best possible value Axonify
- Ensure customers are aware of and able to leverage new product features to enhance their learner experience
- Be the primary interface to manage and resolve critical situations
- Leading Customer Account reviews at least once a quarter to ensure we are aligned with client expectations and strategy
- Identify ongoing sales opportunities and reengage the sales team where relevant
- Collaborate with the internal Sales, Support, Instructional design and Marketing teams to create the best customer experience
- Be responsible for creating case studies and collecting testimonials that can be shared both internally and externally
- Maintain high retention and growth rates
- Supporting the sales team where needed in getting stakeholder buy-in during sales opportunities/meetings
- Prepare and execute customer order forms for services, renewals, and customer up-sells

### **Required Skills & Experience**

- 3+ of Customer Success (or Account Management) experience within a SaaS environment
- Excellent communication and organisation skills

- Ability to define and meet deadlines, work under pressure and build/maintain productive customer relationships
- Self-starter with the ability to prioritize activities and ensure key objectives and renewal targets are met
- Excel at building long-term customer relationships, great interpersonal skills and emotional intelligence. Confidence to converse with senior decision-makers