

	Manager of Customer Success
Department:	Sales
Reports to:	Sr Director of Customer Success
FLSA Status:	Exempt
Job Grade:	
Last Revised:	February 2025

JOB DESCRIPTION

Manager of Customer Success

POSITION SUMMARY:

Responsible for overseeing a team responsible for a designated portfolio of clients to ensure the satisfaction of their current business needs and also proactively identify opportunities for growth and expansion. Develop strategies to generate new business from within our established client base. Through strategic planning, personalized engagement, and a deep understanding of both the clients' needs and our product offerings, the Manager of Customer Success plays a crucial role in driving sustained customer satisfaction and contributing to the overall success and growth of our business.

ESSENTIAL JOB FUNCTIONS:

- Responsible for achieving or exceeding assigned revenue quotas through effective sales strategies and execution.
- Develop a deep understanding of both our product offerings and the clients' industry landscape.
- Stay informed about market trends, competitor activities, and industry best practices.
- Manage and oversee a designated team who handles a portfolio of clients, ensuring their current business needs are met effectively.
- Conduct regular assessments of client accounts to identify areas for improvement and growth with the Account Management Team.
- Develop and implement strategic plans for existing accounts to foster long-term relationships and maximize client satisfaction.
- Collaborate with clients to understand their business goals and align our products/services to meet their evolving needs.
- Accountable for minimizing customer churn within the assigned book of business by driving retention strategies and ensuring customer satisfaction.
- Take on key responsibilities as needed to maintain business continuity and ensure ongoing execution of objectives.
- Act as a proactive problem solver, anticipating and mitigating potential issues to maintain a positive client experience.
- Track and analyze key performance metrics related to client satisfaction, retention, and revenue growth.
- Proactively identify and pursue avenues for expanding services and offerings to increase client engagement.
- Collaborate with leadership to align sales strategies and ensure a cohesive approach for business development to enhance market presence.
- Maintain accurate and up-to-date records of client interactions, account status, and sales activities.

- Interview, hire, discipline, train, develop, mentor and terminate employees; review performance and administer corrective action for direct reports as needed.

OTHER JOB RESPONSIBILITIES:

- Promote and maintain positive relations.
- Build strong, trusting cross departmental relationships.
- Travel will be required as needed to pitch and close business with a focus on driving revenue growth.
- Represent company at industry events as needed.
- Other miscellaneous duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- Vendor Account Managers
- Dealer Account Managers

COMPETENCIES:

- | | | |
|-----------------------|-------------------------|-----------------------------|
| ○ Communicativeness | ○ Results Orientation | ○ Initiative |
| ○ Strategic Thinking | ○ Negotiation Skills | ○ Organization and Planning |
| ○ Presentation Skills | ○ Relationship Building | ○ Customer Orientation |

ROLE QUALIFICATIONS:

Education Requirements

- Requires an Associate Degree from an accredited college or university with a major emphasis in Management or Sales; Bachelor's degree preferred.

Experience Requirements*

- A minimum of five (5) years in a professional role including sales, marketing, and account management.
- A minimum of two (2) year supervisory experience.
- *Will consider other acceptable equivalent combination of experience and training

Other Skills and Abilities

- Superior oral, written, and messaging skills.
- Promote Authenticom Group of Companies brand to raise awareness and spread our footprint.
- Effective listening and feedback skills.
- Quickly grasp technical information and effectively translate it for key audiences.
- Thoroughly understand products and explain in easy-to-understand message.
- Collecting and analyzing data about client business with the intent of providing solutions and improve experience.
- Proactive problem resolution.
- Ability to create, nurture, and develop Associates into high performing teams.

WORKING CONDITIONS:

The physical environment requires the associate to work primarily inside, in temperature-controlled conditions.

EOE/ADA

Authenticom Group of Companies Group of Companies is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Authenticom Group of Companies Group of Companies will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current associates to discuss potential accommodations with the employer.

Acknowledgement

This position description describes the general nature and level of work performed by associate assigned to this position and should not be interpreted as all-inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. Associate may be required to perform other job-related duties.

This position description does not constitute an employment agreement between Authenticom Group of Companies and associate and is subject to change as the requirements of the position change.

I acknowledge that this job description is neither an employment contract nor a legal document.
I have received, read, and understand the expectations for the successful performance of this job.

Signed By:

Date:
