

# Customer Success Manager / Results Coach

San Francisco, USA



## Company Information

RESULTS.com is a leading SaaS Business Management Platform, with over 5,000 users offering clients a cloud-based software that creates alignment, increases engagement and accountability towards the organization's long-term priorities.

RESULTS.com has received numerous awards and was recognised as a Winner of the Tie50 world's top start-ups for 2014.

Global headquarters in Auckland, New Zealand and North American headquarters in San Francisco, USA, RESULTS.com presents an exciting opportunity for candidates looking for international business experience, including:

- Fast growing global SaaS business using the latest technology
- High Performing Culture
- Competitive salary + uncapped commission
- Medical and paid vacation
- Exceptional training and on-going development programs to support your career growth
- Pets welcome in the office!

## Job Brief

We are searching for a high energy and self motivated Customer Success Manager with account management experience to join our pumping San Francisco based team. You will be confident in dealing with C Level Executives and relish the challenge of ensuring all new clients have a superior onboarding experience whilst existing clients are reviewed and plugged into our resources to support them with their business needs. The Client Success Manager plays a key role in ensuring existing customers renew their subscription each year.

## Responsibilities

- Responsible for Annual Renewal subscriptions of client portfolio.
- Follow the Implementation & Onboarding roadmap, tools, and timeframes to ensure full customer adoption and engagement.

- Provide proactive, ongoing support to customers portfolio to ensure they are using the full functionality of RESULTS.com and receiving the "Outcomes" they originally purchased the tool for.
- Provide user training "1 to Many" where possible, or "1 to 1" as appropriate via virtual meetings.
- Participate in the creation and development of training materials.
- Monitor the Client Engagement Scores of your customer portfolio on a weekly basis.
- Conduct formal Quarterly Reviews with each customer to discuss their Engagement scores, and identify opportunities to increase usage .
- Identify opportunities to upsell additional user subscriptions.
- Provide feedback on user behaviors to marketing and product development teams.
- Provide your ideas and insights as to company strengths, weaknesses, opportunities and threats to guide our strategic decision making and product development.

## Requirements

- Account management experience
- Self-disciplined - the ability to manage you own time/priorities and ask for help when needed.
- Ability to learn on your feet in an interactive fast moving team environment that is continually evolving.
- Tech savvy - doesn't mean you know it all, but you know your way around computers and various OS.
- Customer Focused: Ability to relate and speak with people - learn about their business and how Results.com can fit their needs.
- Knowledge of the Rockefeller Habits is a HUGE bonus.
- Inherent "drive" taking action. Doesn't wait to be told details, can take an outcome and figure out the rest.
- Ideally you've had exposure to working in a KPI orientated role where achieving results is essential to your success.

Go and download our Results.com Manifesto: <http://www.results.com/about-us>

Bring your account management skills and experience to a brand where you will be recognized and rewarded for your efforts. This is more than just a job, show us what you're made of, and take your career to a new level.

If you're excited about the prospect of joining our team, please contact me with three reasons why you should be considered for this role:

Lisa Carter

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