



About InstaViser

InstaViser creates private-label platforms for universities, professional organizations, nonprofits and companies to facilitate mentorship, professional development, and lifelong learning via live, 1-1 video and chat sessions.

InstaViser HQ is based in San Francisco, CA. We are a team of former athletes, Olympians, innovators, and technology professionals working to build a great company. Joining the InstaViser Team will challenge you to think creatively, take initiative, and own your success. We value hard work, ingenuity, and the desire to get things done. We recognize and reward achievement. Great teammates will grow and thrive with us.

Role: InstaViser Customer Success Manager

The Customer Success Manager is responsible for developing and maintaining customer relationships that promote retention and loyalty to our product. Their main priority will be to work closely with InstaViser customers to ensure they are satisfied with our product and services and to help improve upon any areas of dissatisfaction.

The Customer Success Manager will work closely with the Vice President of Customer Success in developing and implementing strategies that drive engagement of our customer platforms and facilitate successful user experiences.

Responsibilities will include, but are not limited to:

- Interfacing with our customers on a regular basis.
- Problem-solving and customer service: when issues or questions arise from our customers, the Customer Success Manager is responsible for addressing and helping to resolve any issues.
- Tracking platform usage, identifying trends, and compiling summary reports.
- Conducting user testimonials and identifying areas and strategies we can employ to improve our product.
- Assisting the Vice President of Customer Success and CEO with customer retention, renewals, and new sales.

Preferred Qualities:

- College degree and at least 1+ year experience in customer success or customer relationship management
- Desire to work in a startup environment, with proactive mindset and minimum need for supervision
- Familiarity with marketing engagement tactics (i.e. "growth-hacking")
- Familiarity with video chat and video conferencing software (i.e. Skype, Zoom, Google Hangouts)
- Strong writing and communication skills
- Excellent organizational skills (i.e. Excel, data tabulation and organization, etc.)
- Articulate, engaging, and a people person. This role requires speaking with our customers and platform users on a frequent basis. The Customer Success Manager must be skilled in building and nurturing relationships.

Compensation is negotiable, based on skill set and experience.

If interested, please contact us at jobs@instaviser.com. Include your resume, a cover letter, any additional documents or links that provide background on your work experience, and anything else you feel will help us get to know you better. We look forward to meeting you!