**Customer Success Manager**

**Summary of Position**

Our ideal candidate is enthusiastic, professional and brings a set of unique qualities that strengthen our brand and delights our customers. The CSM reports directly to the Director of Customer Success.

Roles and Responsibilities

* Act as the point of contact for our healthcare practices (doctors and staff) to ensure successful adoption of our software
* Manage a portfolio of accounts, monitor for service deviations, and strategize for mediation
* Conduct quarterly business reviews and training webinars to communicate ROI for our customers throughout the customer lifecycle
* Represent the voice of the customer to inform our product roadmap and sales process
* Identify and execute on expansion opportunities
* Respond to customer inquiries via phone, email, or chat
* Identify opportunities for customers to act as advocates (e.g. testimonials, case studies)

Skills and Experience

* Experience building and maintaining relationships, while working to mitigate churn and drive engagement and renewals
* Strong analytical skills, with the ability to translate data into insights
* Exceptional communication skills, highly organized, collaborative, and detail-oriented
* Must be self-motivated with the ability to work with minimum supervision
* Knowledge of Salesforce or other CRM software is a plus
* Experience as an Ophthalmic or Optometric Technician is a plus

**Requirements**

Bachelor’s degree preferred, or equivalent work experience that includes at least 3+ years in a Customer Success, Relationship Management, Account Management, or similar role.