

## CUSTOMER SUCCESS MANAGER

### THE OPPORTUNITY

If you're dedicated and ambitious, Alma is an excellent place to grow your career! Alma's Customer Success Manager is responsible for developing relationships with districts and schools to ensure their success from implementation through report cards, and state reporting through admissions. Your relationship will promote utilization and retention.

Effective Customer Success Managers are detail-oriented, results-driven individuals who will do whatever it takes to meet a school's needs. You should be just as adept at solving complicated technical problems as you are at communicating with teachers and administrators. You will be the lead in onboarding new users as well as working closely with our sales, product and engineering teams. In addition to these general skills and personality traits, Alma is looking for Customer Success Managers comfortable with the following responsibilities:

### SUMMARY OF RESPONSIBILITIES

- Operate as the lead point of contact for any and all matters specific to your customers
- During the course of using Alma, at least a couple things are bound to not work as a school may expect them to. You will need to be a good problem solver and creative thinker
- In order to be able to meet each school's needs and to work through setup and best practices, knowing how to use Alma inside and out is imperative.
- Build and maintain strong, long-lasting customer relationships
- Navigate new customers through the onboarding process, including the setup of Alma, customer communication and management of integrations
- Develop a trusted advisor relationship with key accounts and customer stakeholders
- Organize and document key customer goals and strategies throughout the implementation process
- The goal of providing good customer engagement is to make each customer feel like they are heard
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders

- You will act as the key interface between the customer and all relevant Alma departments
- Mentoring and training of users
- Assist with high severity requests or issue escalations as needed
- Ensure customers' loyalty and customer satisfaction for retention; establish district communication strategy to uncover needs and resolve issues
- Achieve renewal and expansion targets as defined by the sales objectives
- Travel as needed for customer, up to 20%
- Ability to be effective in a growing organization, and handle a large volume of customer accounts and activity
- Seek to promote the value of Alma and upsell services and products while promoting value through customer experience

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Commitment to Alma's mission and vision
- Practical experience in K-12 schools
- Proven account management or other relevant experience
- Experience in delivering client-focused solutions based on customer needs
- Excellent listening and presentation skills
- Excellent communication skills both interpersonal and written
- Strong relationship building skills
- Demonstrated skill and experience with managing customer relationships remotely, maintaining a high level of customer satisfaction
- Experience in managing a diverse group and training each according to company standards
- Ability to establish milestones and keep all team members on task

**QUALIFICATIONS:**

- Minimum bachelor's degree in education, business or a related field required
- Technologically adept, utilizing modern computer business systems
- Openness and willingness to learn, accept feedback and evolve to fit our needs
- Background in K-12 education is a must