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**Customer Success Manager**

TalentGuard markets and sells talent management software and consulting services that measurably improve management’s ability to develop and retain people, align with corporate goals, and improve visibility into performance. We are an exciting start-up headquartered in Austin, Texas, backed by industry veteran investors.

TalentGuard is searching for a Customer Success Manager who will shape and manage how TalentGuard’s SaaS products are implemented to customers in order to increase adoption and reduce churn, ultimately laying the foundation to grow the organization through successful partnerships with our clients. This person will:

* Develop and maintain a thorough understanding of TalentGuard’s SaaS modules and how they solve customer problems.
* Set up and maintain a structure for SaaS customer support from new clients to account maintenance.
* Work with other internal departments to ensure customer success; identify and help qualify project needs, communicating requests and client expectations.
* Onboard new users efficiently and adeptly to ensure a great experience.
* Identify and implement necessary training using the most suitable delivery method.
* Identify customers at risk of churn and intervene as needed.
* Grow user adoption and renewal rates.
* Detect and remove friction points in the usage cycle.
* Emphasize ROI/value of product.
* Scale the department to handle thousands of customers.

**We are looking for someone who:**

* Is dedicated to and passionate about customer satisfaction and success.
* Has strong leadership and customer management skills.
* Is an excellent listener, communicator and presenter with both technical and non-technical audiences.
* Has excellent written and verbal skills.
* Has excellent problem-solving skills and a high degree of patience.
* Is able to effectively prioritize and escalate as required.
* Has excellent organizational and time management skills.
* Is extremely detailed.
* Is able to learn quickly and independently.
* Is able to educate, consult and influence at many different organizational levels.

**Duties &Responsibilities**

* Establish best practices for implementing quality customer support, establishing the department as the customer advocate, and always representing the client’s best interests.
* Work to support all aspects of SaaS delivery, acting as first responder relative to production support, problem resolution, and escalation management.
* Maintain an in-depth understanding of TalentGuard products, services, system configuration, internal processes and industry best practices.
* Work closely with sales to assist in RFPs and attend prospective client meetings as needed.
* Ensure successful, timely, and quality initial and ongoing implementations for clients.
* Develop and enhance best practices to set strategic direction of implementation processes.
* Deliver and/or oversee all necessary training for new and established customers, whether by phone, online, or in person.
* Oversee interviewing, hiring, onboarding, and training of Customer Support Specialists and Customer Support Technicians.
* Ensure customer support teams are prepared for new product releases, and that new releases are systematically communicated and rolled out to customers.
* Work closely with internal departments to ensure client expectations and escalations are being handled in a timely manner, ensuring exceptional customer satisfaction levels.
* Support corporate strategic goals to increase SaaS business by (1) continuously looking for ways to streamline customer support processes to maximize efficiency/scalability, and (2) identifying opportunities for the customer support organization to positively impact the business.

**Requirements:**

* Bachelor’s degree.
* 5+ years experience managing software implementation projects.
* Experience working for a SaaS company.
* Understanding of customer service practices used to drive high quality customer service.
* Technical experience working with web applications.
* Must maintain proficiency in support tools trends.
* Ability to train end users to use software.
* Must be able to negotiate at all levels of the organization.
* Proficiency in MS Office and using the Internet.
* Must be willing and able to travel roughly 20% for both sales support and implementation purposes.
* Ability to develop key reports such as executive dashboard to measure customer experience and organizational goals.
* Experience with release management and/or the development lifecycle is preferred.
* Experience with multiple channels of customer service (web, email, phone, and chat) is preferred.
* Experience in the HR/Talent Management industry a major plus.
* Variety of technological tools experience is preferred.