



Client Success Manager

Workplace Healing is searching for a self-motivated and proactive Client Success Manager to join the CS team focusing on the US market.

If you are a Client Success Manager experienced in SaaS companies and would like to take a step forward in your professional career, come join the Client Success team at Workplace Healing! We are implementing and building CS best practices while creating value for our Clients as their trusted advisors.

Responsibilities

- All post-sale activities as part of our Clients' journey, including initial onboarding, strategy, expansion, and retention.
- Building meaningful relationships with Clients at all levels including C-level Executives as a trusted advisor for support and consultation.
- Identify and lead opportunities for account growth within your managed accounts.
- Ensure Clients derive maximum value from Workplace Healing, utilize all features and benefits of the product, and collaborate with other Workplace Healing stakeholder teams to ensure adoption and a successful renewal.
- Monitor Client usage data, health indicators, renewals, and growth opportunities and translate them into strategies for success.
- Develop an understanding of typical business challenges faced by Clients and appropriately map Workplace Healing features and associated business benefits to address their needs.
- Become the "Voice of the Client", working with the product team to adjust and build future features and help build the Workplace Healing Product Roadmap.

Reach us at
WPHCommunications@Workplacehealing.com



Requirements

- At least 3 years of experience working as a Client Success Manager, preferably at a B2B SaaS company.
- Proven experience and success in growing a Book of Business of accounts while driving value, crushing numbers, and creating a meaningful rapport with champions and key stakeholders.
- Excellent presentation, verbal, and writing skills.
- Incredibly organized, quick learner who works well under pressure and targets.

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