



## **Client Success Manager**

**PreciseTarget** is first and foremost, a data science company helping sellers and marketplaces acquire, engage and reactivate customers. We live at the intersection of data science and digital commerce, helping customers solve difficult problems with AI-based solutions. We've taken an innovative approach to data modeling, using billions of SKUs and consumer transactions to create detailed profiles of retail purchasing preferences of virtually every US adult shopper. And, the good news is that we are growing! We are looking for a driven, innovative, and team-oriented **Client Success Manager who** will thrive amidst the challenges of a fast-paced environment.

If you are someone who is motivated to produce the best results and be part of creating something special, we'd like to talk with you. You will join an early-stage startup delivering a revolutionary data solution to the rapidly growing ecosystem of ecommerce marketplaces and the technologies that facilitate them. The right candidate is someone who gets jazzed solving challenging problems with creative solutions. Our product's data assets are best in class, providing an open field for solving problems. You will be working side by side with a hands-on leadership team.

### **Who We Are**

We're small but rapidly growing, we've got the audacity to take on the never solved problems, we believe success requires failing often and fast, we think meetings should be both demanding *and* fun, we've noticed the word impossible also says I M possible, and we take immense pride in being the small company that solved the problem beyond the capabilities of the goliath who preceded us in the account. Our leadership team includes people with deep experience in startups, -- our founder, Rob McGovern, started CareerBuilder, which grew to \$1 billion in revenue. Our team is a diverse set of great minds of all ages who are committed to putting data to work for consumer businesses.

The Client **Success Manager (CSM)** is responsible for ensuring that our diverse portfolio of customers and clients get the most out of our products. As a trusted advisor, the CSM will employ insights, best practices, and capabilities to deliver maximum value to our customers through effective onboarding, adoption



activities and an ongoing strategic relationship. The results are increased customer satisfaction and client retention of company solutions.

### **You're a good fit for this job if:**

- You excel at uncovering and understanding client needs and delivering strategic solutions
- You're a collaborative team player who holds yourself and others accountable to high performance
- You have a high level of personal drive and discipline with a desire to grow professionally
- You quickly gain proficiency in new applications and technologies
- You thrive on building strategic client relationships
- You enjoy leading and facilitating client training/workshops and collaborative meetings
- You feel like you've had a great day when you've uncovered a business problem and helped your client troubleshoot it

### **Primary Responsibilities**

- Discover and understand each customer's definition of success and ensure the customer achieves their desired business outcomes
- Promote maximum value from a customer's investment through utilization of PreciseTarget's capabilities and services
- Identify risks to the customer achieving their stated business outcomes and work with the internal team to build a risk mitigation plan
- Work with customers to develop methodology for measuring KPIs for PreciseTarget's products and services
- Drive onboarding, adoption, and continued usage of products and services
- Lead training sessions for the Platform to drive adoption for new accounts and new users within an account
- Facilitate the use of PreciseTarget data to drive achievement against key customer use cases such as new customer acquisition and customer loyalty.
- Develop a comprehensive understanding of typical business challenges and common objectives across your portfolio and appropriately map PreciseTarget capabilities to customer needs
- Coordinate reporting capabilities to track performance against customer's business objectives



- Work cross-functionally with other internal teams such as sales, product, marketing, operations, and finance to ensure customer satisfaction, retention and expansion
- Contribute thought leadership and best practices, both internally and externally, to go-to-market strategy based on your direct engagement with customers

### **Minimum Qualifications**

- Minimum 5 years customer support and/or account management in software and services
- Minimum 2 years' experience working with digital marketers, researchers, and analytics professionals
- Digital media planning/placement experience a bonus
- Excellent verbal, written and interpersonal skills
- Excellent organization and attention to detail
- High level of aptitude with digital marketing
- Bachelor's Degree required