

# Customer Success Manager (Tier 1)

## About this role

We are looking for a Customer Success Manager to partner with our largest clients to help their users succeed. In this role, you'll work alongside our customers, combining your know-how with your understanding of your client's needs, to build solutions that solve their business problems and delight them. OptiMargin is defining a new category of productivity in the workplace, so this role will require the creative positioning of a new product in a changing landscape, in addition to technical ability, and keen attention to detail. This role has opportunity for rapid career development and expansion.

## Responsibilities:

- Solve client problems: Help our biggest customers transform their workflow from messy spreadsheets and mis-fitted tools into elegant solutions that are built for their unique way of doing things.
- Implement the solutions you build: From the beginning the relationship to overseeing ongoing successful team use, you'll translate the client's vision into a reality. This will involve buildings with and sometimes for them, unique custom features suitable for their internal process.
- Advocate throughout implementation: Thoughtfully position OptiMargin in every interaction with the client, highlighting the benefits relevant to different use-cases.
- Work closely with the Sales Team: You'll partner sales to ensure customer happiness and retention.
- Bring customer feedback to the Product Team: You'll have the opportunity to bring the voice of our customers to Product Managers, Designer, and Engineers to improve features and functionality.
- Technical doc support: working alongside our Customer Champion team, you'll act as a primary point of contact for customers' in-depth questions, and guide them towards solutions within the product

## Requirements:

- You have owned and deepened client relationships.
- You are more on the 'technical' side of sales and account management - the person peers would go to to build complex models, or implement a technical product.

- Deep familiarity with Excel and/or common workplace productivity tools.
- Experience working alongside sales and account management teams to develop solutions for clients.