

Enterprise CSM

Location: Remote - Work from home
Hours Full Time

Who are we

Launched in early 2019, we are a FAST GROWING TECH START-UP. We are scaling at pace and have just landed in the US! Our vision is to be the #1 Global Social Fundraising platform for nonprofits. AND THE BEST BIT? We are passionate about (and slightly obsessed with) helping our nonprofit clients increase their fundraising, in turn supporting hundreds of amazing causes.

How we work

As part of a start-up team, you'll need to be prepared to 'roll up your sleeves' and get things done. We 'move fast and ship' which means you'll need to work at pace, be productive and have high output! You'll be expected to share your ideas, work collaboratively, have a growth mindset and act like an owner. It's hard work but with that comes an amazing opportunity to be part of a business with huge growth potential and fantastic learning and development opportunities.

What you'll be doing?

We are looking for our first **Enterprise Customer Success Manager** to build and maintain strong relationships with GivePanel's largest and most business critical customers.

Your priority will be to drive ROI as quickly as possible for your customer base. You will be establishing their top goals, understanding complex technical issues and problems, and creating a customized success plan to help them start achieving their KPIs. You will take a consultative approach by uncovering each of your customers' use cases to better educate them on the benefits and features of the GivePanel platform.

Key Responsibilities

- Strong awareness of the customer journey and how a Customer Success Manager serves to strategically advise customers toward agreed upon goals.
- Take responsibility for and manage a set of large & critical customer accounts, including annual renewals & upgrades.

- Build strong, trusted relationships with all Enterprise customers while implementing a 'high touch' tiered customer success strategy to ensure satisfaction and loyalty is maximized.
- Be responsible for validating and championing the expansion and adoption growth within a book of business across customer profiles with various business needs.
- Engage and meet with customers for QBR's in order to develop a clear understanding of their needs, opportunities and possible solutions.
- Coach and drive customers toward the maximum value.
- Maintain high levels of customer engagement and satisfaction with a focus on customer value and loyalty.
- Proficient in crafting both internal and customer-facing assets with the ability to present to diverse audiences ranging from managers to C-suite executives.
- Be an expert in the subject matter, communicate in an informative and engaging manner, and command the room.
- Help drive customer references and case studies.
- Drive product usage through regular contact with assigned accounts.
- Identify upsell opportunities using a consultative approach.
- Arrange and lead regular face-to-face customer review meetings.
- Assist with the planning of customer events.
- Actively participate in team performance reviews.
- Identify processes and areas for continual product improvements.

You'll be a good fit if you...


- Have a minimum of 3 years experience in nonprofit P2P fundraising. It is essential that the candidate has a proven track record in this area. Experience in a Customer Success role will be considered a valuable asset.
- We are not looking for anyone - we are looking for a go-getter, a creative, someone innovative who can come in and shape the role, inspire others, work quickly and efficiently and help us grow.
- Excellent written communication skills and a strong ability to build trusted relationships with various stakeholders.
- Highly organized with the ability to prioritize and manage your own workload - It's a fast-paced environment so being able to achieve targets and meet deadlines is essential.

- Proven success at technical problem solving and ability to proactively find solutions for our customers with a commitment to deliver the highest service levels.
- Experience working with CRM tools such as Hubspot.
- You will need to be adaptable and willing to take on multiple roles. A proactive and hands-on approach is crucial, as we value a "roll up your sleeves" attitude to tackle various tasks and challenges.
- Possesses strong organizational skills and displays proficiency in using various Google tools, such as Docs, Sheets and Slides.

The salary

The salary for this role is \$85,000-\$95,000. We aspire to have transparency of pay & benefits and are committed to ensuring that all employees are fairly compensated for their work.

The perks


 Remote working - We provide you with everything you need to work from home - no set budget, no max spend; Mac? Windows PC? The choice is yours.

 Flexibility to choose WHEN, HOW & WHERE you work

 Quarterly North America Team Meet up

 Employee Share Option Scheme

 \$600 Learning Budget per year

 Vacation - 38 days annual leave inc of national holidays

 Sick leave - from 4 weeks full pay increasing to 8 after 2 years

 Competitive Healthcare and 401k plan

Hiring process

- Video task using Loom
- Competency based interview with VP of CS & SVP of North America
- Values based interview with CEO

Diversity, Equality, Inclusion & Belonging

We are committed to fostering an inclusive and diverse workplace where everyone is valued, respected and can reach their full potential. We are an equal opportunity employer and do not discriminate on the basis of race, religion, colour, gender, sexual orientation, marital status, age or disability. We encourage applications from all backgrounds and are particularly keen to hear from those who can add to the diversity of our organization.

To apply: Send your cv and a covering letter to talent@givepanel.com