



JOB TITLE: Customer Success Manager
STATUS: Exempt
REPORTS TO: Director of Customer Success

JOB SUMMARY

The Customer Success Manager will serve as a key connection between Apana and our customers, ensuring high customer engagement, collaboration, and satisfaction over the lifetime of the customer relationship.

From the point of customer adoption, you will work with Apana customers to orchestrate successful deployments and ongoing experiences that help them realize their business objectives through Apana's transformational water efficiency as a service solution. Key responsibilities include setting and managing expectations, coordinating business and technical resource contributions between Apana and the customer, implementing a customer-centric deployment process spanning kickoff, installation, onboarding, and long-term management to help the customer meet their business objectives.

ESSENTIAL JOB FUNCTIONS

- Establishing direct customer relationships and ongoing interaction
- Coordinating customer schedules with Apana deployment objectives
- Orchestrating a variety of business and technical contributors to deliver a successful outcome
- Working closely with Apana Customer Success Engineers to implement Apana capabilities
- Generating periodic reports based on customer requirements
- Managing requests from customers for technical assistance and assuring closure of issues in a timely manner
- Scheduling / coordinating quarterly business reviews with customers
- Serving critical voice of the customer (VoC) role driving ongoing product improvement and optimization

QUALIFICATIONS

- 3-5 years in customer success or support with a B2B technology vendor
- Demonstrated experience managing customer relationships – often many simultaneously
- Analytical skills with proven ability to read, dissect, and translate complex charts and graphs into meanings that non-technical users can comprehend
- Strong communication skills – voice, email, text/IM
- Hands-on experience and skill working with CRM systems such as Zoho, Hubspot, SFDC, etc.
- Skills with standard productivity tools such as MS-Powerpoint/Word/Excel

Special Requirements

Incumbent will be subject to a background check

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including: work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Apana Inc. is an Equal Employment Opportunity Employer. Competitive compensation based on experience including benefits.