

## JOB POSITION

# Customer Success Manager

### Role

The Customer Success (CS) role will report to the CEO as an integral member of the PERSUIT leadership team. Customer success will be responsible for on-boarding new customers, increasing customer use of the platform and documenting the systems and processes not only for the benefit of post but also pre-sales activities.

The role will be required to undertake the activities and drive the outcomes necessary to achieve the customer success objectives. As sales and the company grows CS will be responsible to build out the team with the required resources to enable the company to scale accordingly.

### Responsibilities

The CS will initially have the responsibility for the following:

1. On-board new customers and work with them to drive customer use and user expansion initially across the corporate legal group and then across to other identified professional services areas.
2. Develop and document the necessary strategy, systems and process to support the customer on-boarding and success function.
3. Implement the necessary customer support systems and processes to scale.
4. Establish the necessary feedback loops from customer service and support to R&D to ensure that any immediate issues are remedied.
5. Document feature requests and provide the information to R&D. Participate in the prioritisation of those requests in order to drive customer satisfaction, use, expanded sales and new sales.
6. As the organisation grows hire the necessary resources to build out the customer success team.
7. Work closely with sales and technical support to lead the overall customer experience for PERSUIT customers.
8. Assist the CEO as required to undertake activities required to execute on the strategic plan.

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