

JOB POSITION

Customer Success Manager

PERSUIT is a fast-growing procurement platform for in-house legal counsel to engage with external firms. We've built a world-class platform that is now being used by some of the world's most recognized brands, such as Johnson & Johnson, 3M and Walmart. Essentially, we're a SaaS platform that allows in-house corporate legal teams to competitively source external legal services. Since starting about three years ago we've founded teams in New York and other US locations. But we're not just building a product, we're building a company.

One of our next hires is for a Customer Success Manager. This is a critical role and will see you establishing our CS frameworks and processes as well as getting amongst our customers, onboarding, training and promoting best practise. We're looking to hire someone who has come from a legal background, has an understanding of how in-house legal counsel operates and someone who can obsess over our customers and ensure they are getting the most out of the PERSUIT platform.

So what will you be doing?

- Onboard new customers and work with them to drive customer use and user expansion, provide ongoing training and support via phone, video and in person.
- Develop and document the strategy, systems and process to support the customer onboarding and success function.
- Implement customer support systems and processes to scale.
- Establish feedback loops from customer service and support to R&D to ensure issues are resolved.
- 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.
- As the organisation grows hire your team and build out the customer success function.
- Work closely with sales and technical support to lead the overall customer experience for PERSUIT customers.
- You'll report to the CEO as an integral member of the PERSUIT leadership team and be part of the execution of the strategic plans.

PERSUIT

THE FUTURE OF ENGAGING OUTSIDE COUNSEL

So, in essence, we're asking you to come armed with a solid background in legal operations (but we're open to being convinced that's not a must) but with the passion and drive to lead our Customer Success function, you will have performed a similar role previously and have some success stories and battle scars to share.

When we talk about culture and values, we talk about being a team of self-starters, being adventurous, collaborative and keeping it real. We've taken all the risk out of joining a startup over the last three years and we're ready to go to the next level. If you've read this and thought, "I'd love to do that sort of work with PERSUIT!" then please apply.

To apply, send your application to jobs@Persuit.com.au