

THE OPPORTUNITY

Position: Customer Success Manager

Reports to: Head of Customer Experience

Key relationships: Director of Deployments, Customer Support Manager, Product Manager

Location: Calumet, MI

COMPANY

Steelhead technologies: www.gosteelhead.com

We are a fast growing software company providing industry leading operation systems for contract manufactures. To support Steelhead's substantial opportunity for immediate growth, we are seeking an experienced leader to drive efficiency and growth in Steelhead's growth engine, deployment, and customer success.

With 60+ employees in 3 states (MI, WI, MN), Steelhead serves over 100 customers across North America. Steelhead is currently aggressively focused on growth within the Finishing and Heat Treatment contract manufacturing space, when exploring future growth verticals into Machining and Fabrication.

ROLE/MISSION

Customer Success Managers (CSMs) serve as the primary advocate, liaison, and resource for fully deployed accounts. This position will be responsible for ensuring the retention, satisfaction, and loyalty of all customers,

CSMs are primarily responsible for the retention, satisfaction, and growth of their accounts, working directly with customers and orchestrating resources as needed. The ultimate goal of the CSM is to convert every Steelhead user into an evangelist for the platform.

KEY RESPONSIBILITIES

In this role, you should expect these responsibilities to be part of your day-to-day schedule:

- Own customer retention, satisfaction, loyalty, and evangelism across your accounts
- Establish a relationship with customers and ensure satisfaction throughout the entire customer journey, post-sale through evangelism
- Work with accounts to establish a Customer Success Plan tailored to each account's specific needs and goals, and revisit goal progress at the end of deployment and periodically through the life cycle of the account
- Conduct Quarterly Business Reviews with key accounts; identify opportunities for customers to improve and grow their business, and provide directed training and other resources as needed
- Monitor account health metrics to optimize customer satisfaction and retention; identify and de-fuse issues before they become emergencies
- Proactively identify and action areas of improvement for customers; educate customers on features and best practices on an account-by-account basis
- Act as the voice of the customer within the company, providing feedback to the sales, deployment, support, and product teams to improve the customer experience
- Other duties as assigned

QUALIFICATIONS & EXPERIENCE

- Undergraduate degree a Business or STEM program, OR 2+ years of experience in a professional setting
- Must be a US Citizen

CRITICAL SKILLS

- High degree of proactivity, problem-solving skills, and adaptability
- High degree of conscientiousness and ownership
- Excellent written and verbal communication skills
- Ability to analyze accounts strategically, understand core customer needs, and deliver solutions
- Ability to view customer experience at every level, from daily operations to long-term company health and vision

STEELHEAD CORE VALUES, VISION, MISSION

- Customer Service – We exist to deliver value to customers.
- Ownership – It's on me, what can I do to fix this.
- Teamwork – Team and mission above self.
- Excellence – Be the best in the world at what you do.
- Drive to win – We want to win by 1,000 pts, not 3.
- Audacity – Learn and progress by doing new and great things.
- Honesty and Integrity – Never lie or deceive, only make promises we can keep.
- Grit – It will be hard. Bring it on.
- Relentless Curiosity – Why, why, why, why, why...

VISION: Elevate Job Shop Manufacturing

MISSION: To be THE plant operating system for Job Shops, adding transformational value to all manufacturing and business processes via Digitation, Automation, and Optimization, driving profit, streamlining operations, and enabling growth.

