

## About this Role

The Customer Success Specialist will help ensure the smooth onboarding of new clients and their continued engagement with the product.

Day-to-day, this means:

- **Customer Onboarding:** Get new customers setup on the platform and get them on the path to value so that they can get realize ROI as soon as possible.
- **Account Escalations:** Support or response to any alerts, red flags, or poor customer health.
- **Renewals:** Customer renewals are what keep the recurring revenue recurring. Ensuring that customers stay on the platform and renew contracts is mission critical.
- **Account Expansion:** Expansions and referrals are the key way CSMs can drive company growth. CSMs will need to be on the lookout for these opportunities.
- **Account Health Checks:** Success managers cannot leave even the healthiest, happiest or oldest customers to chance. Routine check-ins are critical to keeping customer engaged.

## About you:

Above all else, all SENTIO employees are united in our shared optimism, passion, and enthusiasm for the customers we support through our innovative product. In our daily work, we exemplify our values of grit, openness, empathy, impact, and curiosity.

In particular, our Customer Success Manager is:

- Able to organize your thoughts and actions in a fast paced environment.
- Is tech savvy and a quick study when presented with new software tools. Previous experience with Customer Success tools (e.g. ZeroChurn) a plus.
- A self-assured voice with the ability to breakdown complex processes for individuals with little tech background.
- Has a left-brain and right brain that are simpatico: you can think outside the box (re: creative) and have strong critical thinking (re: analytics).
- Self-driven + results oriented. Not afraid of taking risks. "Make better mistakes tomorrow"

Job Type: Full-time

Salary: \$40,000.00 to \$46,000.00 /year