

## **Client Success Manager**

### ***New York Based With Competitive Compensation***

#### **Overview:**

We are looking for a passionate Client Success Manager (CSM) who will partner with and ensure the long-term success of our customers. The CSM will be a key member of our Revenue team, reporting to the CRO - Americas. The main responsibilities for this role are retaining, renewing and growing a book of business of existing accounts by developing long-term relationships and connecting with key business executives and stakeholders.

#### **Key Responsibilities:**

- Become a trusted adviser and foster strong relationships at both tactical and executive levels with customers.
- Assure client's success with Imagen's product and services and turn customers into advocates.
- Help customers maximize the use of Imagen via a deep understanding of customer's needs.
- Work with clients to establish critical goals, or other key performance indicators, and aid the customer in achieving their goals.
- Communicate frequently with customers via business reviews, health calls and onsite visits (in the future).
- Advocate customer needs/issues cross-departmentally.
- Be the face of Imagen to the customer and guide communication with different Imagen departments - product, finance, services, customer support, etc.
- Thinking, problem solving, learning, growing, collaborating and laughing daily

#### **Growth Responsibilities:**

- Proactively and methodically uncover opportunities to expand Imagen's footprint within existing customers across departments and use cases.
- Lead, negotiate, and close sales with existing customer base.

#### **Renewal Responsibilities:**

- Negotiate and close contract renewals retaining and growing revenue while ensuring on time execution.

#### **Retention Responsibilities:**

- Leverage the relationship as well as close monitoring of adoption and customer's satisfaction to identify any churn risks.
- Program manage account escalations.
- Define and execute a mitigation plan for customers in churn risk.

#### **About You:**

- Based in NYC or the tristate area and willing to commute to office 2-3 days a week
- 3+ years in customer success or account management experience in a SaaS environment.
- Experience managing a book of business of over \$1M ACV.
- Ability to travel approximately 33% in the future.
- Experience managing 25+ accounts.
- Experienced being responsible for customer retention and renewal in a SaaS environment.
- Consistently met quota and growing accounts on an annual basis.
- Experience managing pipeline, forecast, and executing sales process.
- Salesforce.com experience is a huge plus.
- Experience in Enterprise technology is a plus.
- Executive level presence and communication skills.
- You are a generally good human who has compassion and cares for your fellow humans on this planet and make an effort to make others' lives better both inside and outside the workplace

#### **About Imagen:**

Located in New York, London and Cambridge, Imagen is a world-leading SaaS video and asset management platform provider that enables global Enterprise, Education and Sports organizations the ability to access, distribute and manage their complex content intuitively and efficiently. We are backed by leading VCs, including Cambridge Innovation Capital & Downing and Guinness.

#### **The Package:**

We offer a competitive salary and equity as well as private healthcare, 401k, and other work/life balance benefits to keep our employees engaged, motivated, and happy.

**If you are interested, please forward your CV to [perry.fetterman@imagen.io](mailto:perry.fetterman@imagen.io)**