

Customer Success Manager - Remote EU & UK

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Company: Atarim

Location: United Kingdom

Category: other-general

Location: Remote, EU & UK

Type: Full-Time

About Atarim:

At Atarim, we're pioneering new ways for web agencies and internal teams to collaborate seamlessly on web projects. Our SaaS platform is designed to enhance productivity and ensure successful project outcomes by streamlining communication and management processes. As we expand, we're seeking a driven and innovative Account Manager to join our team.

Role Overview:

As the first Account Manager at Atarim, you will be instrumental in defining and shaping the function within the company. This role involves direct interaction with our B2B clients, primarily web agency owners, to ensure they receive the maximum value from our services. Your success will hinge on your ability to foster long-term relationships and implement strategies that not only retain customers but also expand our engagements with them.

Responsibilities:

Customer Relationship Management: Develop strong relationships with customers, becoming their trusted advisor and the main point of contact at Atarim. Understand their business goals and ensure alignment with our services.

Strategic Onboarding: Create and implement an effective onboarding plan that caters to the needs of web agency owners, ensuring they are set up for success from the start.

Feedback Loop Coordination: Serve as the link between customers and the internal teams. Gather and translate customer feedback into actionable insights for product development, marketing, and sales teams.

Retention and Expansion: Implement strategies to maintain high retention rates and identify opportunities for account growth through upselling and cross-selling.

Performance Metrics: Establish and monitor key performance indicators (KPIs) for customer success, including customer satisfaction, retention, and expansion metrics.

Leadership: As the first Account Manager, define best practices and processes for the function and prepare the department for scalable growth.

Join Our Team:

At Atarim, you'll be part of a team that's committed to redefining collaboration in the digital workspace. We are excited to welcome a visionary Customer Success Manager who is ready to take the lead and help shape the future of our customer engagements.

Requirements

Proven experience in an Account Management or Customer Success role in a B2B SaaS environment, with a preference for candidates who have worked with web agency owners.

Strong understanding of customer retention techniques and the challenges faced by web agencies.

Excellent communication and interpersonal skills, with the ability to manage and influence stakeholders at all levels.

Strategic thinker with a proactive approach to problem-solving.

Experience in setting up and scaling customer success functions is highly desirable.

Familiarity with CRM software.

Benefits

Competitive salary and performance incentives.

Fully remote work environment, allowing for flexible work arrangements.

Opportunity to be the pioneering leader in the customer success department.

A dynamic and supportive team environment.

Professional growth opportunities in a rapidly expanding technology company.

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Cross References and Citations:

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