

# Customer Success Manager

USA | Remote based role

## Here's a summary of the role:

Yabble is a global superstar for AI-driven insights with proprietary tools revolutionizing the way data is created, analyzed and utilized. Our team is composed of talented, innovative, and driven individuals all working towards a common goal of transforming the data landscape. Recently acquired by YouGov, joining our team will enable you to be at the forefront of technology adoption, while working with world leading data products and customers from YouGov.

## Here's a breakdown of what you'll do (not all of it, just the important stuff):

As a Customer Success Manager at Yabble, you'll be an essential link between our customers and our product, ensuring customers are empowered to achieve their goals using our solutions. You will work closely with our customers to understand their needs, deliver exceptional service, and provide the insights they need to maximize their success with Yabble's products.

This is a high-impact role, offering you the chance to contribute directly to client satisfaction, retention, and overall business growth.

- **Onboarding & Training:** Guide new customers through the onboarding process, ensuring they are set up for success and can fully utilize Yabble's AI-driven tools.
- **Customer Relationship Management:** Build strong, long-term relationships with customers by providing personalized, proactive support that ensures customer satisfaction and product adoption.
- **Product Expertise:** Become a subject matter expert in Yabble's product offerings, educating clients on best practices and new features that can solve their specific challenges.
- **Customer Advocacy:** Serve as the voice of the customer within Yabble by identifying and communicating customer feedback to cross-functional teams, helping drive product improvements and innovation.
- **Renewals & Upsells:** Proactively manage the customer lifecycle, ensuring successful renewals and identifying opportunities for upsells by aligning our solutions with client goals.
- **Issue Resolution:** Handle and resolve customer issues promptly, ensuring high levels of satisfaction and minimizing churn.
- **Customer Health Monitoring:** Track customer usage data and engagement levels, taking action to improve customer outcomes and addressing any potential risks.

## These are the essentials you'll need to get an interview:

- **Customer Success Experience:** Proven experience in a customer success, account management, or client-facing role within a SaaS or tech environment.
- **SaaS & Technology Knowledge:** Ability to quickly learn Yabble's products and clearly communicate the value of AI-driven solutions.
- **Relationship-Building Skills:** Demonstrated ability to establish trust and long-term partnerships with clients, balancing the client's needs with business objectives.
- **Problem-Solving:** A proactive approach to identifying customer issues and resolving them effectively while providing exceptional customer experiences.
- **Data-Driven Approach:** Ability to leverage customer data to understand client health, identify risks, and recommend solutions that ensure success.
- **Collaboration Skills:** Experience working cross-functionally with product, sales, and marketing teams to drive customer success.
- **Excellent Communication:** Strong verbal and written communication skills with the ability to present complex ideas clearly and effectively.
- **CRM Proficiency:** Experience using customer success platforms and CRM systems (e.g., Salesforce, Gainsight, etc.) to manage client interactions and track success metrics.

## It would be great if you had these to, but we'll support you if you don't:

- Experience supporting brand and agency decision makers in innovation, insights and marketing roles
- Experience working with product teams to channel customer feedback and resolve any issues
- Interest in AI and its broader applications for business

## Here's a bit about us:

**YouGov is a global online research company, offering insight into what the world thinks.**

We speak daily to our panel of over 24 million registered members to understand opinion and behaviours around the world. We have a strong reputation as a source of accurate data and we're trusted by the world's biggest brands to get it right, making us the most quoted market research source in the world.

## What Can You Expect When You Become A 'YouGover'?

### Why join YouGov?

Join our global team to help us achieve our social mission: to make millions of people's opinions heard for the benefit of our local, national, and international communities.

Understanding diversity of opinion requires diversity of background. Although our global panel of millions of people worldwide powers our research, our biggest asset is our people. If our research is to be truly

representative of what the world thinks, we need people from all walks of life to be part of the team to bring their perspective to the work we do.

### **Life at YouGov**

We are driven by a set of shared values. We are fast, fearless, and innovative. We work diligently to get it right. We are guided by accuracy, ethics, and proven methodologies. We respect and trust each other, bringing these values into everything that we do.

We strive to provide YouGovers with best-in-class benefits to support their physical, financial, and emotional wellbeing. We want our employees to have a sense of belonging and uniqueness in a supportive workplace, so they can bring their full selves to work.

### **Equal Opportunity Employer**

As an Equal Opportunity Employer, qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, gender identity or expression, and sexual orientation), parental status, national origin, marital status, age, disability, genetic information, HIV status, political affiliation, socioeconomic background, veteran status or any other characteristic protected by law or in line with our responsibilities as a fair and ethic employer. All employment decisions are made based on occupational qualifications, merit, and business need.