



Position Description

Position Title	Customer Success Manager – Maternity Leave
Business	Yabble
Location	Auckland, New Zealand
Direct Reports	None

About Yabble

Yabble is a disruptive agile SAAS product that is changing the way data is created, analysed, and used in the world of market research. Yabble has world leading AI insights tools that are at the cutting edge of the industry.

Founded by Kathryn Topp and Rachel O'Shea, together they've built Yabble into an emerging global business with talented, innovative, and driven team members that are taking the business forward with pace. In addition to a great team, the technology that Yabble has developed is disruptive for the Market Insights market and has the potential to crossover to disrupt other industries as well.

Primary Purpose of Role

The Customer Success Manager (CSM) will play a crucial role in ensuring our customers derive maximum value from our software solutions. The CSM will be responsible for managing customer relationships, understanding their business needs, and proactively offering solutions to enhance their experience and satisfaction. This role requires a customer-centric mindset, excellent communication skills, and a deep understanding of our products.

This is a pivotal role in the business focused on delighting, retaining and growing revenue with existing customers.

Key Responsibilities

Customer Onboarding:

- Guide new customers through the onboarding process, ensuring a smooth and successful implementation of our software.
- Conduct product training sessions and workshops tailored to customer needs.

Relationship Management:

- Build and maintain strong, long-term relationships with key stakeholders at customer organizations.
- Regularly check in with customers to ensure they are achieving their desired outcomes.
- Work collaboratively with sales teams to ensure smooth handovers

Renewals and Expansion:

- Work with customers to understand their future needs and identify opportunities for upselling and cross-selling additional products or services.
- Drive customer renewals by demonstrating the ongoing value of our solutions.

Proactive Support:

- Monitor customer usage and performance metrics to identify opportunities for improvement and growth.
- Provide proactive recommendations and best practices to optimize the use of our software.

Issue Resolution:

- Act as the primary point of contact for customer issues, coordinating with internal teams to ensure timely resolution.
- Escalate critical issues as needed and follow up to ensure customer satisfaction.

Feedback and Improvement:

- Gather and analyze customer feedback to inform product development and improvement.
- Collaborate with the product and development teams to advocate for customer needs and priorities.
- Test and feedback on prototypes and early product ideas.
- Evaluate and share insights into competitive products

Key Relationships	
Internal	<ul style="list-style-type: none"> • Sales and Marketing Teams • Product Team
External	<ul style="list-style-type: none"> • Customers
Key Challenges in Achieving Goals	
<ul style="list-style-type: none"> • Working in a remote based team • Systems and processes need to be reviewed and updated to drive efficiency • Working collaboratively across multiple timezones 	

Qualifications and Experience

Experience

- Minimum 5 years research industry experience
- Exceptional customer communicator and problem solver
- Proven in driving business growth and development
- Strong communication and time management skills

Behavioural:

- Passionate about new technology and pioneering AI research techniques
- Outstanding work ethic with a real self starter approach
- Flexible to the changing needs of a growing tech business