



Company: Nudge.ai
Website: <http://www.nudge.ai>
Location: Toronto, ON Canada
Job Title: Customer Success Manager
Job Code: CSM1001
Reports to: Director of Customer Success
Please send all inquires to: info@neednudge.com

Who is Nudge?

Nudge is a data platform that enables leaders to build high-performance revenue teams. Nudge is a layer that sits on top of CRM and:

1. Automates contact capture and activity logging to save time, and improve the accuracy and completeness of CRM data
2. Tracks the strength of business relationships, identifying risks and opportunities within the revenue lifecycle
3. Help drive growth by focusing the team on the relationships that matter

Nudge was co-founded in 2014 by former Eloqua executives, Paul Teshima and Steve Woods. After having successfully guided Eloqua to a market leading position in marketing automation from \$0 to over \$100 million in revenue, then through IPO and acquisition by Oracle for \$957 million, Teshima and Woods recognized another massive challenge to solve – this time, however, it was with the revenue growth teams.

Role Description

We are looking for someone to join our Customer Success Team as a Customer Success Manager. In this role, they will onboard, train and support a portfolio of customers. The role requires a hands-on approach, working directly with customer champions, users and the Nudge team to ensure the customer achieves their desired outcomes. They will work in a dynamic team and are expected to provide continuous feedback to other areas of the organization: marketing, sales, product, on how we can improve the customer experience. They also need to work with the Director of Customer Success to ensure renewal and identify opportunities for expansion.

- Onboarding new customers, project managing them to a successful launch of Nudge through various milestones
- Training end users on how to leverage the Nudge data within their management processes
- Managing customer expectations and driving them to outcomes, even if many elements are not in our direct control
- Proactively broadening relationships in customers, never being single-threaded on one champion
- Analyzing customer data to help identify next steps and success stories
- Working and understanding other sales and customers success platforms, like salesforce, Oracle sales cloud, Gainsight and Insight Squared

Skills and Experience

- 2-4 years of customer success experience at an enterprise software company
- Strong skills in verbal and written communication is essential
- Ability to learn software and apply business processes
- Small, fluid, project management skills
- Customer escalation management
- Ability to handle rapid shifts in position or plans is required
- SaaS experience is preferred
- Some travel is required

Reference checks required upon hire