



## Customer Success Manager Job Description

*A Culture of Passion, Respect, and Balance*

### Job Summary

Reading Horizons, an education company teaching the science of reading, is seeking to hire a Customer Success Manager (CSM). As a CSM, you will take ownership of your assigned customer portfolio, commit to their success, and passionately work to ensure they see success using Reading Horizons. You will be accountable for cultivating and maintaining meaningful relationships with the customers in your portfolio. Serving as the point of contact for your customers, you will be accountable for supporting the implementation of Reading Horizons in districts, schools, and classrooms across the country. Implementation support includes delivering software training, web training on instructional best practices, answering implementation questions, providing software support, and being proactive with support (with a focus on product usage). As a CSM, you will work closely with your customers to help them implement a blended learning approach to reading instruction.

The ideal candidate is successful at building relationships and advanced at providing software or website support. They are well organized, with close attention to detail to have the highest impact in the shortest amount of time to maximize long-term value. This individual must possess a customer-first attitude and the capacity to set, manage, and surpass customer expectations.

### Responsibilities include, but are not limited to, the following:

- Be a passionate member of a team dedicated to helping students reach reading proficiency.
- Assist in customer retention efforts by supporting each customer based on their unique customer journey and their overall vision for a successful implementation.
- Be an effective time manager to focus on essential, proactive activities and ensure customer satisfaction, account renewal, and account growth.
- Become an expert in the pedagogical use of our products and educate customers on instructional best practices with both direct instruction and software.
- Analyze customer health reports on a daily basis to prioritize customer outreach.
- Be the software expert for your customers, providing them with software training, assisting them with troubleshooting needs, and providing technical support as needed.
- Keep meticulous records about customer usage, implementation, and account activities in the company CRM.

- Foster a customer culture of community by identifying power users and engaging them in company-wide initiatives, such as beta-testing, focus groups, and advocacy.
- Request, respond to, and implement feedback from peers to ensure a culture of lifelong learning.

## Qualifications:

- A passion for helping people
- 3 years of customer support in a website or software setting
- Demonstrated success in building strong relationships with customers and a strong record of achieving desired results
- Adept with technology and possess a strong aptitude for mastering new software programs
- Productive problem solving, organizational, and time management skills
- Strong presentation skills and ability to skillfully lead meetings in front of large groups of people at all levels/functions
- Outstanding verbal and written communication skills
- Driven, self-motivated, enthusiastic, and with a “can-do” attitude
- Experience with analyzing customer metrics
- Education or teacher experience a plus

## Working Environment

- An on-site presence is required for team members who live within 50 miles of the home office in Kaysville, Utah. All others will work remotely with occasional travel to the home office.
- This position is full-time with a flexible but set schedule of 40 hours/week. You may qualify for eight 9-hr days and one 8-hr day for a total of 80 hours in a biweekly pay period. Two teams are required to provide coverage from Monday through Friday.
- You must be able to sit or stand at a desk all day while looking at a computer screen.
- You must be able to talk effectively on the phone all day to deliver effective customer service to customers in many regions and multiple time zones.

We will give preference to applicants in Alabama, California, Florida, Georgia, and Utah. All educators are welcome to apply, and we especially welcome applications from professionals with experience in urban schools, people of color, and teachers from Title 1 schools. Reading Horizons is an equal opportunity employer, and we value diversity. If you read this job description and feel strongly you could bring your love for literacy instruction and commitment to excellence to the Reading Horizons team but aren't sure you meet every requirement, please still apply. Above all, we are looking for the right people!