



Date: December 2014

Position: Customer Success Manager

Reports To: CEO

DESCRIPTION

We are seeking a talented and experienced Customer Success Manager to manage our renewal/upsell activity along with assisting with our service billing process. InnoVergent is a growing, cloud-based solutions provider representing several software vendors with clients all over North America.

You need to be a self-motivated and driven individual who constantly looks to improve themselves, the people around them and the company they work for. You need to be creative, present fresh ideas, have a tech savvy side to your abilities and excellent project and time management abilities.

This position reports directly to the CEO of the company and you will play an important role in taking our organization to the next level.

PRIMARY Functions

Duties and responsibilities include the following other duties may be assigned.

- Provide analysis and reporting on key operational metrics to internal Management team
- Partner with field sales, cross-functional management, and peers to identify opportunities to increase revenue and profitability through improved sales and customer service efficiencies
- Ensure optimal use of our CRM application (NetSuite) and other technology to drive efficiency
- Manage specific sales related projects from start to finish with limited direction
- Seek out learning opportunities in sales operations and best practices
- Manage our renewal and upsell activities within our existing and growing client base (this activity is commission based)
- Manage the billing process to ensure billings are sent to clients within the contractual period (usually 15th and 30th of each month)
- Provide Administrative assistance with items such as event planning, travel plans, etc.



EDUCATION AND/OR EXPERIENCE

- Prior experience in a Sales, Account Management or Finance experience is preferred
- Intermediate to advanced MS Office skills required
- Experience with a CRM (eg. NetSuite or Salesforce.com) is a plus
- A high level of business acumen and comfort working in a cross-functional environment
- Excellent communication (written/verbal) and interpersonal skills with ability to influence
- Strong analytical capability with demonstrated adeptness at problem-solving and ability to not only view details but also understand big picture implications
- Process oriented, proactive and customer-focused
- Flexible, detail oriented, and able to quickly act under pressure and meet deadlines
- Strong project management skills with demonstrated ability to work on multiple projects and achieve project goals

At InnoVergent, we know that our company is only as good as our employees. You will get a chance to work closely with an incredibly dedicated group of people who are serious about putting great products and services into the marketplace. We continually search for candidates who share our beliefs and values. Common traits that we admire include:

- Enjoy the start-up atmosphere, and flexible with shifting priorities.
- Think big, and bring new ideas to the table, regardless of your rank or title.
- Overriding ambition and proactive nature, combined with the ability to inspire others.
- Be results driven—always. Must be willing to do what it takes to make each project or task a success.
- Quick learner. Must know when to listen, and when to take charge.
- Obsessive about quality and customer satisfaction.

If you meet the requirements above, then we want to meet you! Interested applicants should send resume to careers@innovergent.com. All applicants must be legally able to work in the US without sponsorship.