Job Description

ADVANCED INSTRUMENTS

Job Title:	Customer Success Manager	Revision Date:	1/5/22
Work Location:	Remote		
Department:	Customer Success		
Reports to:	Manager- Customer Success, Americas	FLSA Status:	Exempt

Summary:

The Customer Success Manager is responsible for developing customer relationships that promote retention and loyalty. The CSM supports customers as they transition from prospects to active users of AI products and services. This inaugural role will serve as AI's #1 customer advocate focusing on building and cultivating long term customer relationships by adding value and reducing churn. The CSM acts as the first touchpoint for customers through proactive communication and providing post-Sales support of varying levels.

The CSM champions and is the key driver of a cross-team effort between Sales, Technical Support, Accounting, Quality and Customer Success by being actively involved at various stages of the customer relationship and lifecycle.

Essential Functions:

1. Guide customers through their AI journey and the customer lifecycle developing strong customer relationships in the process
2. Act as trusted customer adviser/consultant to ensure success with AI products/services
3. Serve as customer advocate while acting as liaison between customer and all AI departments
4. Proactive in resolving and anticipating a range of potential problems/issues before they happen
5. Learn and develop robust knowledge of AI product line in order to best troubleshoot and/or escalate first tier technical issues
6. Develop new processes as needed when internal bottlenecks are identified that impact the customer experience
7. Serve as VOC by gathering all customer feedback (via regular customer surveys, proactive outreach as well as unsolicited customer feedback) with a laser focus on continuous process improvement to implement best practices
8. Identify and track customer trends
9. Work closely and present customer data to Sales, Department Managers, Product Managers and Leadership Team
10. Promote and maintain a customer centric culture while advocating for the company

Experience/Attributes:

1. Self-motivated, results oriented and passionate about the customer experience with a customer-first mindset
2. Possesses a hybrid of soft and hard skills – managing customer relationships with a strong technical aptitude
3. Superb organization, time management, problem solving and presentation skills
4. Excellent written and verbal communication skills over several platforms – phone, email, TEAMS, social media - with customers as well as internal departments and vendors/partners
5. Proven track record of easily building rapport with customers while quickly resolving their issues/concerns and wowing them by continually exceeding expectations
6. Willingness to fearlessly think outside of the box to come up with creative solutions beneficial to both the customer and AI
7. Experience working with brand image and promoting value through the customer experience
8. Deep understanding of customer concerns with the ability to empathize and identify effective solutions
9. Advanced technical savvy – experience with MS Office/TEAMS, Salesforce, Epicor or Manufacturing ERP environment, Quality Management Systems, PDF editors, softphone
10. 3-5 years of experience in an account management or customer advocating role

Education Requirements:

1. Bachelor's Degree or equivalent work experience.

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Physical Requirements and Working Conditions:
1. Must be able to stand for long periods of time.
2. Typical office environment.
3. Must be able to use basic office equipment: computer, printer, copier, telephone, etc.
4. Must be able to remain stationary for long periods of time.
5. Must be capable of communicating effectively with customers through various mediums (phone, email)

Application Process:

Interested candidates should send their resume to:

Advanced Instruments, LLC

2 Technology Way

Norwood, MA 02062

jobs@aicompanies.com

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time