

Customer Success Manager

About Ontuitive:

We're a leading SaaS provider of Executive Performance Support Systems (EPSS). Our flagship product, Ontuitive Cloud enables employees - especially those in large, complex organizations - to use EPSS to access information and answers necessary to do their job effectively in real-time without ever interrupting their workflow. After a successful restructuring in 2017, our Denver-based operation is rolling out Ontuitive Cloud to both existing customers and new clients this year.

In conjunction with our growth plans, we're looking for a high energy, dedicated team member with SaaS and cloud-based platform experience to lead our CS efforts, accentuate our customer-centric philosophy and support our blue-chip client expansion. This position will report directly to Ontuitive's CEO and will be an integral partner with the product, sales and development team to produce the highest possible customer satisfaction, retention and revenue growth.

Responsibilities:

- Lead and manage all aspects of the customer relationship including account management, revenue generations (renewals, upselling and expansion), strategic business development as well as onboarding and training for new customers
- Develop and nurture these trust-based customer relationships with both executives and hands-on practitioners
- Continually seek to identify customer use cases that highlight Ontuitive's value proposition(s)
- Collaborate with the Ontuitive product manager to develop customer case studies, whitepapers, other marketing materials and social media
- Draft, coordinate and respond to RFP's, RFQ's and RFI's

Besides being highly motivated, we are looking for someone with:

- 5-7 years of customer-facing and consultative account management experience at technology and/or a professional services company
- Experience managing and growing SaaS and/or subscription revenue within existing customer relationships
- Experience with Salesforce, E-Learning, LMS and Content Management systems
- An ability to travel to customer sites (up to 25%)
- An ability to engage with and articulate Ontuitive's value proposition at every level of the organization
- A successful track record of engagement with multiple customers/partners and points of contact
- An attention to detail and the ability to prioritize, organize, and operate in a fast moving, entrepreneurial start-up environment
- Experience managing the contracts and negotiations process within various stakeholders (e.g. customer, procurement, and finance)
- Project management experience
- Exceptional verbal and written communication and presentation skills
- Bachelor's Degree

To apply, please submit your cover letter, resume and salary requirements at your earliest convenience to Briana Milligan at B.Milligan@Ontuitive.com. All applications are to be submitted electronically.