



Job Description: Customer Success Manager

Who we are

At 3CLogic, we are big believers that our people are the most important asset we have and that winning is a team sport.

3CLogic is a fast growing, ventured-backed, SaaS “startup” with our headquarters in Rockville, Maryland. Some of our roles are local to the main office and others are remote, but we have talented individuals working from everywhere as we continue to build our safety-first hybrid remote and in-person culture, and we care more about what you might bring to our team and where you want to go in your career than where you are located.

We realize you've very likely read tons of job descriptions that look a whole lot like this one. But what we can't put in words is why we would love to hear from you. You've heard the term "living in the gray area," right? Well, a great fit for 3CLogic is someone who wants to live in technicolor. There's never a gray moment here! We are all entrepreneurs at heart, who believe that when you bring your full self to work, the possibilities are infinite.

If your interest is piqued, let's chat! We'd love to show you, rather than tell you, what makes us special, and find a place in our organization where you can thrive.

What we do

Ever call a company or organization for help and wait on hold forever only to get to a person who can't help you? Well we are the ones that fix that!

3CLogic is a global provider of voice and SaaS solutions to enterprise and Global 2000 organizations worldwide. Organizations like healthcare companies, manufacturing firms, retail behemoths, and leading software firms leverage our technology and services every day to increase the quality of service to their customers, improve the performance of the agents serving them, and optimize how easy it is to manage it all. We make calling for help a positive experience for everyone!

A strategic ServiceNow partner, 3CLogic is paving the way for organizations to digitally transform customer and employee experiences, voice-enabled self-service, remote work, and the application of Artificial Intelligence to drive better customer outcomes.

We are growing quickly and are looking for energetic candidates seeking to join a fast-paced company and market!. Is that you? If so, please send a copy of your resume and cover letter.

Position Summary:

We are seeking an enthusiastic and charismatic Customer Success Manager skilled in developing customer relationships that promote retention and loyalty. As a member of our Account Management Team, you will work closely with customers to ensure they are satisfied with the 3CLogic services, serve as the customer advocate to ensure they are using the 3CLogic platform successfully and contribute to overall growth of accounts. Reports to Customer Success Director.

Work Location: Rockville, Maryland



In this job you will

- Perform regular check-in meetings with customers, track engagements in Salesforce and prepare reports for management.
- Support governance meetings and training for customers, both online and face-to-face if necessary.
- Proactively work with support team to prevent account escalations and respond to any alerts as needed.
- Track and manage customer renewals cycles.
- Communicate and manage upsell opportunities, coordinating with Marketing on strategy and deliverables for campaigns.
- Convert relationships and value into real advocacy, via any of the following methods: internal surveys, external reviews, a case study, or referral.

You're a strong fit for this role if you bring

- Must be passionate about engaging with customers and developing strong relationships throughout customer lifecycle.
- Must be effective team member to work with our highly energized onboarding team and cross-functional support team.
- A competitive spirit to win every customer engagement for success and growth of customers.
- A solid understanding of networking, basic IT and computer technologies is a must.
- Salesforce and Jira experience is highly desirable.
- You will be on the front lines of customer communication in a highly technical industry. High profile enterprise accounts – account manager interfaces with their counterparts in fortune 500. Previous experience with high profile enterprise accounts preferred.
- Excellent verbal and written communication ability, including technical presentation skills (MS Office, Zoom).
- Willingness to travel, interact and work directly with customers.
- Spanish language skills a plus.

*****Important to Note*****

Are you second guessing applying to this job? Ask yourself this:

- Do I work hard?
- Am I internally motivated?
- Will I do whatever it takes to get my job done?
- Do I want to work with a fast-paced and growing company?
- Am I organized?
- Have I crushed it at a customer/client facing role? (Yes, this could mean at a restaurant, a hair salon, a brick and mortar store)

Your typical day

- Regular check-in meetings with customers to gauge customer satisfaction. — 25%
- Working with support team for issues reported by customers and manage customer escalations. — 20%
- Working with the On-Boarding and support team during customer upgrades to ensure customers being on the latest and greatest product release. — 15%



- Working with customers to anticipate any changes in operations or personnel related to 3CLogic products and services deployed within the customer environment. —10%
- Driving reviews and references as virtue of customer satisfaction. — 10%
- Liaison with members of sales, onboarding and deep support teams. — 10%
- Improve the adoption of the platform; trainings and webinars to encourage customers to leverage 3CLogic platform more fully. — 10%

3CLogic, Inc. is an Equal Opportunity/Affirmative Action Employer committed to excellence through diversity. Employment offers are made on the basis of qualifications and without regard to race, sex, religion, national or ethnic origin, disability, age, veteran status, or sexual orientation.