

Customer Success Manager Job Description

Supervisor: Vice President of Literacy Initiatives
Status: Full-Time, Exempt
Location: Remote – a work model that supports location flexibility based on the expectations and responsibilities of the position.

POSITION SUMMARY:

The Customer Success Manager (CSM) for the Literacy Initiatives team is responsible for developing a positive customer experience and fostering healthy working relationships. They provide ongoing support to our clients and network with them to ensure long-term client retention by addressing customer issues and helping the Literacy Initiatives team with upsells and renewals. This position will work closely with the Vice President of Literacy Initiatives and Literacy Initiatives team members as well as the Professional Development team to ensure desired outcomes align to objectives, and that cross-departmental communication is maximized for a strong project launch, essential mid-course adjustments, and successful accomplishment of espoused client goals.

RESPONSIBILITIES:

- Serve as a systems liaison for the Literacy Initiatives team in high level, select meetings
- Work closely with the Project Management Coordinator and Professional Development Project Lead as an aligned cross-departmental work team aligned to the delivery system provided by the NEC Professional Development team to help proactively manage the scope of work
- Lead Literacy Initiatives, Implementation, and Project related team meetings
- Act as the liaison between the customer and Neuhaus
- Ensure that customers have a great experience
- Onboard new customers and provide support when necessary
- Process milestones for the clients and Neuhaus team to work toward
- Assist clients with setting up and navigating services
- Promote the value of Neuhaus classes
- Create an opportunity for the account owner to upsell Neuhaus services and products
- Promote value through customer experience
- Establish clear client retention goals
- Review customer complaints and concerns and seek to improve the customer experience
- Communicate with key internal and external stakeholders
- Respond to email requests in sales inbox
- Use Salesforce and Teams as a tool for communication of services related to client opportunities

TALENTS AND COMPETENCIES

- **Growth Mindset:** Thrives on challenge and recognizes that setbacks are a necessary part of the learning process. Stays curious through challenges and encourages others to do the same.
- **Values Diversity:** Helps create a work environment that embraces and appreciates diversity. Supports fair treatment and equal opportunity for all. Listens to and objectively considers the ideas and input of others. Respects the talents and contributions of all individuals.

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- **Embodies Organizational Image:** Supports and actively promotes the organization. Positively reflects the organization's core values internally and externally. Lives the organization's values on a day-to-day basis.
- **Communicates Articulately:** Ability to speak clearly and concisely and demonstrate skill in using expressiveness to convey important points in verbal communications.
- **Listens Actively:** Actively listens to others' questions, concerns, and input. Takes time to understand the points being made. Asks questions as appropriate and clarifies understanding.
- **Persuades and Influences:** Able to persuade others to take a course of action; is assertive and presents compelling rationale to gain support.
- **Develops and Maintains Relationships:** Works to build and maintain relationships with individuals or organizations to achieve business goals. Leverages informal networks and regularly keeps up with contacts
- **Builds Collaboration:** Builds collaboration by establishing, communicating, and reinforcing shared values and norms. Invites and builds upon the ideas and contributions of others, promoting teamwork and celebrating accomplishments.
- **Seizes Opportunities:** Is proactive and takes initiative and ownership for success. Anticipates potential obstacles. Does not wait to be told what to do. Exhibits a bias toward action. Has the ability to work independently for extended periods with minimal support.
- **Strives for Success:** Driven to attain organizational goals and accepts challenging assignments.
- **Gains Buy-In:** Explores alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

QUALIFICATIONS:

- Bachelor's Degree required; Master's Degree preferred
- Central office public school experience preferred
- Able to work well in a team environment, handle multiple assignments, and meet deadlines
- High proficiency in Microsoft Office Suites.
- Experience and working knowledge of Neuhaus classes and specialist preparation pathways and the Science of Reading
- Comfort level working on virtual platforms to communicate with staff in a remote and hybrid work environment.
- Computer proficiency with Microsoft products especially with Excel, Word, PowerPoint, Outlook, OneDrive, Forms and Teams
- Excellent technical, analytical, and problem-solving skills.

TRAVEL:

Moderate travel necessary for this position for approved conferences and district meetings. Travel to attend company-wide events at designated locations is required of all Neuhaus team members.

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PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- Frequent - sedentary work that primarily involves sitting/standing
- Frequent - remaining in a stationary position, often standing or sitting for prolonged period
- Occasional - moving about to accomplish tasks or moving from one worksite to another
- Frequent - communicating with others to exchange information
- Occasional - repeating motions that may include the wrists, hands and/or fingers
- Frequent - assessing the accuracy, neatness and thoroughness of the work assigned

THE ORGANIZATION:

Neuhaus Education Center is a non-profit educational organization dedicated to promoting reading success for all. We provide evidence-based training and support to teachers, supply information and resources to families, and offer direct literacy services to adult learners.

At Neuhaus Education Center, we believe that a diverse team, informed by different perspectives, makes us stronger. We live our core values boldly in our approach to making a difference. Team members at Neuhaus are expected to **Act with Integrity, Serve as a Trusted Partner, Think Big and Innovate, and Grow Knowledge and Expertise**. We are committed to doing the work and challenging each other to be an organization in which everyone is respected and heard. We commit to providing genuine opportunities for all team members to thrive. We will continue to embed diversity, inclusion, belonging, and equality in everything we do

Neuhaus Education Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.