



Customer Success Manager

ABOUT INFOTYCOON

InfoTycoon is the leader in multifamily inspections and asset management solutions. Designed for the full asset management lifecycle, our powerful web, and mobile platform is now used by nearly 40 percent of the NMHC (National Multifamily Housing Council) Top 50 including the four largest property managers. InfoTycoon is the only software company to receive industry awards from both NMHC and MFE (Multifamily Executive).

InfoTycoon is seeking a **Customer Success Manager** to join our growing Atlanta-area team. This is an incredible opportunity for an intelligent, energetic and self-motivated individual to play a vital role in our organization. The Customer Success Manager must have an unwavering attention to detail and a solid sense of collaboration and partnership with internal stakeholders and clients. This role will be working with our Large accounts in the MultiFamily sector. This is a quota carrying role with account growth and expansion expectations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Act as the main point of contact post-sales, manage the client relationship, and understand the client's business goals
- Schedule implementations, coordinate trainings and meetings, deliver client utilization metrics and help grow InfoTycoon product revenue within assigned accounts
- Establish client benchmarks and review benchmarks and key metrics and to all clients on a quarterly basis
- Work closely and in partnership with all internal partners to ensure a well-rounded client experience
- Maintain and expand relationships with assigned key InfoTycoon accounts (clients & prospective clients)
- Assist assigned accounts in the utilization of InfoTycoon products to accomplish business objectives
- Maintain company CRM database information
- Assist clients with billing questions and other relationship issues

QUALIFICATIONS

- Bachelor's degree preferred
- Significant experience with account management or customer success, preferably in a SaaS or related environment
- Expertise in Excel is required. Managing + manipulating very large data-sets.
- Proficient in Salesforce or comparable CRM platform is a must
- Track record of exceeding expectations and targets
- Strong technical and organizational skills, and comfort with working towards deadlines
- Strong customer advocacy, a passion for performing this type of role
- Experience in a start-up environment is a plus
- Consultative and proactive mindset
- High energy, driven, strategic, analytical, organized, detail-oriented, and creative
- Exceptional communication, interpersonal, and presentation skills across all levels