



Job Description

Customer Success Manager

Department:	Customer Success
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Type:	Full-Time
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Location:	Remote (US)
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Hours:	40 hours
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Reports to:	Manager, Customer Success
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Salary:	Competitive
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Posted:	May 2021
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Our Core Values



Achieve anything with a healthy and happy team



Push boundaries through direct communication and diversity



Act responsibly and protect the data



Amaze through user-friendly and rewarding experiences



Maximize research impact

About the role

At Castor, we're all committed to a world with faster, smarter, medical research. Our cloud based software solutions are revolutionizing data capture for academic and commercial researchers worldwide. You've found yourself a company with a true purpose.

Our Customer Success team advises and supports thousands of Castor users from all over the world, ensuring that they get the best out of our products. As a Customer Success Manager, you will build strong relationships with your assigned accounts and be seen as a trusted advisor, empowering the work of clinical researchers and ensuring Castor's continued commercial growth.

As we move towards our next investment, we're on the lookout for an experienced Customer Success Manager to join the team.

As a Customer Success Manager, you will build strong relationships with your assigned accounts and be seen as a trusted advisor, empowering the work of clinical researchers and ensuring Castor's continued commercial growth.

What you'll be doing

- Build and enhance customer relationships, ensuring a high level of satisfaction;
- Identify opportunities to provide additional solutions that are viewed as value add by our customers, while also generating new revenue opportunities for Castor;
- Proactively identify, manage, and mitigate account risk in support of maintaining and growing accounts;
- Actively listen to customers, understanding their needs and turning this into actionable insights and accountability for improvement;
- Collaborate across Castor's teams to remove customer roadblocks and frustrations;
- Action NPS and customer satisfaction survey results and general customer feedback to support the success of your customer accounts;
- Proactively conduct regular meetings with the customer and present business reviews in partnership with Sales;

What you'll bring

You'll definitely have:

- Customer Success experience in a fast-paced SaaS company;
- A strong understanding of customer metrics and industry best practices (eg NPS, renewals, subscriptions);
- Experience creating new strategies and processes to drive customer engagement and happiness;
- A collaborative, agile, and resourceful approach, with a 'can-do' attitude;
- Strong interpersonal skills and professional fluency with written and spoken English.

Your main contact for this vacancy:



Dustin Miller

Talent Partner

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