

Customer Success Manager

Work Location: Remote

Employment Type: Full Time

Reporting to: Head of North America
Operations

Department: North America

Application process

Please send your resume and a covering letter explaining why you are the right person for this role to: romy.burgess@kineticsoftware.com

About Kinetic

At Kinetic, we are more than just a software company; we represent a movement. As global leaders in student accommodation, event management, room management, and catering management solutions, we are at the vanguard of transforming the higher education sector. Our pledge? To connect, inspire, and elevate every experience. From our UK headquarters, we support leading universities and colleges globally, embarking on a mission to forge a brighter future for students in higher education. Our journey is marked by a remarkable +20% organic growth, a testament to our relentless pursuit of excellence and innovation.

But that's not all! We're proud to dominate the sector with a whopping 85% market share, a clear indicator of our unparalleled influence and the trust institutions place in us.

Why This Role Matters

With Kinetic expanding in North America, we are recruiting a Customer Success Manager (CSM) to strengthen and grow the relationships between Kinetic and its North American customer base. The key aims of a Customer Success Manager (CSM) include building strong relationships, steering product adoption and ensuring a consistently high level of customer service is provided across the business. As a CSM, you will form an integral part of Kinetic's goal to provide the best in class products and will seek opportunities to drive improvements in our customer service delivery and internal processes.

Working closely with your colleagues in other departments at Kinetic, you will experience the full lifecycle of the customer and will be jointly responsible for helping our customers to achieve their business goals with our products and identifying developments in the industry that impact on our product direction.

Your Role & Responsibilities:

Your day to day activities will vary as our business continues to grow, providing an exciting and diverse working environment where you will have the opportunity to make a real impact.

Key responsibilities will include:

- **Customer Onboarding** – You will be part of the full customer lifecycle and will build an in-depth and invaluable understanding of our customer base. Being a part of the onboarding process will require you to work closely with the Professional Services team to implement the product and train new users. You will be responsible for structuring a full handover from the Professional Services team to our Support team, once the customer is live.
- **Customer Relationship Management** – From onboarding to go live and beyond, you will be assigned a number of customer accounts with which you will meet regularly to build engagement, understand customer needs and help them to achieve their goals by providing your expert insight and knowledge. Growing and nurturing strong relationships with your key contacts will build customer loyalty and satisfaction.
- **Training and Implementation** – As a CSM, you will be responsible for managing your own diary which may include organising and delivering training to our customers.
- **Customer Advocacy** – A key part of the role of a CSM will be to collect invaluable customer feedback and share this with everyone to shape the future of our product set. As the voice of the customer, you will not only be responsible for your customer accounts but will also have the opportunity to influence product direction.
- **Facilitation** – It will be key to pull together different departments at Kinetic to guide outcomes and ensure an excellent customer service is provided at all times. As a CSM, you will regularly facilitate such meetings and ensure outcomes are followed up.
- **Identifying revenue generating opportunities** – Building a strong relationship with your customers will naturally lead to growth opportunities and you will be responsible for identifying such leads and referring these to our Business Development team.

This role is based in the United States and will include regular travel onsite to customers throughout the United States and Canada.

Required Skills

- **Customer-centric** – Driven to provide a 1st class customer experience and desire to act as the voice of the customer.
- **Naturally curious** – Enjoy solving problems and identifying ways of streamlining and changing internal processes to enhance the customer journey.
- **Strong written and verbal communication skills** – Facilitating customer meetings and delivering product training will be key to this role and therefore strong communication skills are essential.
- **Product interest** – Interested in product development and desire to act as the customer representative to influence the product roadmap.
- **Tech-savvy** – Whilst there are no specific technical capabilities required for the role, a technical interest and understanding is important in providing the best support to our customers.

- **Adaptive** – Be adaptive to a fast-paced environment with ever evolving development and goals.

Desirable Skills

- Bachelor's degree or a combination of relevant experience, education and training.
- 1 year + experience in a Customer Success, Account Management or similar role, ideally within the software space.

Perks of Being Part of the Kinetic Team:

- **Be Authentically You:** Whether your style is casual or formal, we embrace your uniqueness.
- **Flexible Working:** We acknowledge life's unpredictability and offer flexibility to help you maintain a balance.
- **Training & Development:** We prioritize growth, offering access to top-tier training, professional courses, and conferences.
- **Annual Bonus:** Your dedication is rewarded with a generous annual bonus when Kinetic thrives.
- **Benefits:** You will be eligible to participate in our US benefits plans, including medical, dental and disability programs subject to, and in accordance with, the terms and conditions of those plans. Further details, including 401k, vacation and PTO will follow in due course.

Our Impact

Kinetic is the technology partner of choice for over half of UK and Irish universities, 50 trendsetting North American institutions, and iconic landmarks like the esteemed Merlin Group. Our software isn't just robust – it's revolutionary.

We embody a zest for life, unwavering determination, and a touch of fun. Our collective spirit is devoted to creating memorable experiences for our customers while ensuring unparalleled growth and returns. Our core values define us:

- **Empowerment:** We are champions of change, empowered to make a lasting impact.
- **Community:** People are the heartbeat of our Kinetic community.
- **Innovation:** We are committed to continuous innovation, ensuring our customers always experience the best.
- **Evolution:** We are on a trajectory of growth, aspiring to make tomorrow outshine today.

Be Part of the Constellation Legacy

We are a shining entity under the expansive umbrella of Constellation Software Inc., a global software powerhouse. Kinetic is a subsidiary of Volaris, which is a part of Constellation. Being part of this group offers numerous benefits such as access to a vast pool of talent, sharing of best practices, benchmarking, and learning opportunities. With us, you can broaden your horizons and tap into a wealth of knowledge.

Ready to Ignite the Future?

Embark on a career that mirrors your dynamism, passion, and aspirations. Join Kinetic and shape the future of Higher Education, embracing a profession that resonates with your vibrant energy.

Kinetic is an equal opportunity employer, fostering diversity and committed to creating an inclusive environment for all employees.