



## **Customer Success Manager**

### **About Blameless:**

Blameless is committed to fostering strong, beneficial relationships with our diverse range of customers. As a Customer Success Manager, you will be at the forefront of this mission, working directly with customers of varying market segments, sizes, solution complexities, and life cycle stages.

### **Responsibilities:**

- Gain a comprehensive understanding of the entire customer experience, prioritizing customers' needs first and engaging across the customer journey.
- Develop an in-depth knowledge of Blameless' technology to establish customer success best practices for delivery via 1:Many forums and to individual customers.
- Engage directly with customers at critical points in their journey to ensure adoption and value recognition.
- Innovate and implement 1:Many programs and tactics that enable customer value and outcomes in a scalable, repeatable format.
- Experiment with Scale program ideas, tracking results based on common positive business outcomes.
- Identify trends in customer challenges and proactively propose solutions.
- Coach customers to become proficient with our products, effectively addressing customer issues with best practices.
- Collaborate cross-functionally, transforming customer successes into measurable retention and expansion opportunities.
- Monitor and measure your impact on growing customer health, product adoption, and revenue.
- Guide customers in process, people, and change management best practices to foster real-time operations adoption.
- Proactively identify risks to customer goals, collaborating with the sales team on risk mitigation plans.
- Communicate technical product changes, issues, and updates to customers effectively.
- Predict and forecast customer portfolio risks, renewals, and expansion opportunities.

**Qualifications:**

- 3+ years of customer-facing experience in account management, support, or project management within a modern software organization.
- Demonstrated ability in steering customer stakeholders towards key goals using success plans.
- Strong consulting skills with a track record of acting as a trusted advisor to deliver business value.
- Experience collaborating with cross-functional teams (e.g., Marketing, Finance, Product, Sales, Support, Revenue Ops) in representing the Voice of the Customer.
- Proven capability to manage multiple projects with meticulous attention to detail.
- Exceptional communication and presentation skills, comfortable engaging with enterprise teams across various technical and non-technical levels.
- Proficiency in building, analyzing, and interpreting customer data to inform decisions.
- A dynamic team player, thriving in fast-paced, collaborative environments.
- Comfort with a range of software tools including CRM, email marketing, support, automation, and productivity software.

**Nice to Have:**

- Experience in a DevOps/SRE/Engineering/monitoring/observability environment, or in a company transitioning to DevOps/SRE.
- Familiarity with B2B SaaS customer success life cycle.

Annual US Hiring Range: 100K - 130K + OTE + Equity

A candidate's actual placement within this range will depend on work experience, education, and/or skill level