



Job Title: Customer Success Manager

Job Description

If you're ready to join a fast-paced, ever-evolving SaaS company to establish an agile, credible and efficient customer experience function, let's connect. In this role, you'll be the key thought leader focused on how we effectively train, onboard, activate and service users of our robust software platform. As a member of our senior leadership team, your deep industry experience and insights will also inform our product development roadmap and our sales and marketing strategies. You will act as a voice of the customer by identifying opportunities for the company to provide additional value and services, ensuring customer feedback is heard and acted upon and promoting customer loyalty and retention.

The focus of this position is to make connections with people to educate and inspire them to achieve superior results. A poised, engaging and empathetic communications style based on natural warmth and enthusiasm is the key to successful performance in this role. The work entails driving results by enrolling the commitment and buy-in of others. While the job requires strong initiative and self-direction, results are only achieved with and through others. A sincere appreciation for people and how they are each uniquely motivated is the foundation for designing and implementing interactive training and communications processes. Knowledge and skill in how to successfully influence and persuade others by understanding how their individual needs and motivations link to their work challenges and objectives is essential. The work requires a high-degree of "selling", whether of ideas, procedures, products and services, or persuading others to let go of existing ways of working to embrace more effective and efficient solutions.

We seek an energetic, motivated, self-starter who is committed to continuous learning. If you're inspired by the opportunity to build lasting relationships, a great customer experience and make a meaningful difference in taking an entrepreneurial oriented company to the next level, reach out today!

THE WORK YOU'LL DO:

- Reporting to the CEO, autonomously manage the client experience, ensuring users are maximizing our software platform and its full capabilities to accomplish their objectives quickly and efficiently.
- Assist in the sales process of telling our story and demonstrating our system to new users and potential clients.
- Establish and lead processes for onboarding new clients by developing and delivering training and job-aids that are simple, clear and concise to ensure system adoption – may involve working side by side with users to improve system and business process proficiency.
- Train and develop others by enlisting their support using a "selling" rather than "telling" communications style.
- Leverage industry knowledge and customer interactions to produce marketing messages, blogs and success stories.
- Assist with help-desk as required to help users navigate the system and address open issues – proactively provide tools and support materials to reduce the need for help desk support.

- Gather and provide insights to the company's leadership team and support resources to improve system adoption and customer satisfaction.
- Work closely with leadership team to influence company priorities, growth strategies and key decisions including project prioritization and our product development roadmap.

HOW YOUR CONTRIBUTIONS WILL BE MEASURED:

- Enable the overall growth and profitability targets of the company.
- Enable revenue growth through the acquisition of new customers and expansion of features and services provided to existing clients.
- Drive customer satisfaction and retention.
- Reduce number of help desk calls through effective and proactive user education and communications.

THE EXPERIENCE YOU BRING:

- Bachelor's degree in business, sales, marketing or related.
- Minimum of 10 years of total business experience in the real estate and REO industry.
- Minimum of 5 years hands-on experience working with technology platforms as an asset manager, trainer or sales professional.
- Experience with successful implementation and integration of software solutions to improve productivity and manage complex work flows.
- Exceptional communications, selling and influence skills with demonstrated ability to professionally manage conflict.
- Strong organization skills with the ability and desire to work under pressure in a small-team, nimble, hands-on and fast-paced environment.
- Ability to effectively inspire, influence, interact and communicate clearly and confidently with all levels of management and client roles.
- Excellent analytical, written / verbal communication and presentation skills.
- Proficiency in Microsoft Office applications, especially PowerPoint.

WHO YOU ARE:

- You welcome variety and opportunities to work at a fast-paced, dynamic environment
- You're extroverted, warm, enthusiastic and empathetic
- You're a stimulating communicator with persuasive "selling" style
- You effectively manage multiple priorities while acting with a sense of urgency and personal accountability for high standards of performance and results
- You are competitive, enthusiastic, a self-starter, diligent, results-driven and disciplined
- You're sincere, precise, conscientious with strong attention to detail
- You are a creative problem solver and highly resourceful
- You're known for your demonstrated ability to build processes to simplify complexity, educate others and scale with growth
- You don't mind rolling up your sleeves and getting your hands dirty when required – you see this as an opportunity to contribute and learn
- You demonstrate leadership and planning skills
- You thrive in a fast-paced environment, respond well to pressure and are driven to get things done
- You work collaboratively with clients and fellow team members
- You live and work with honesty, transparency and integrity

***Note: We know that excellent candidates can have all sorts of backgrounds and experiences, so please don't hesitate to apply even if you don't meet 100% of the listed requirements!*

WORK LOCATION: Virtual work environment with a highly-flexible schedule.

→ **We are committed to offering competitive and comprehensive compensation and benefits packages.**

WHO WE ARE:

Located in Glencoe, Illinois, we were established in 2006. The founders applied over 20 years of national real estate experience to build a company that has become one of the industry's premier servicing technology firms in the U.S.

We view ourselves as a 16 year old start-up company with a record of being an innovative, invaluable solution by offering a system that is intuitive, flexible, and comprehensive. We offer a premier, web-based real estate transaction management platform, focused on mortgage servicing and real estate asset management. Our solution is the most comprehensive platform on the market and enables greater performance and efficiency for the valuation, management, sale and servicing of real estate. We cover all phases of portfolio management from initial default acquisition through foreclosure to final disposition, while providing easy access to a nationwide network of quality service providers including agents, attorneys, repair, title and settlement companies for enhanced communications between all parties involved in the transaction.

Our online real estate disposition platform is delivered as an integrated solution into the client's servicing platform or stand-alone system on a SaaS basis and was engineered to help maximize performance throughout the servicing process. Our platform integrates easily with all major servicing platforms to provide a single, reliable portal for enhanced communications between all parties involved in the transaction, while ensuring full compliance and accountability. Our platform includes a built-in process checks that ensure accurate and complete information to help servicers make more informed decisions. It also provides easy access to quality service providers across the country, from appraisers to attorneys. The firm's national vendor database includes ratings to help servicers make better, more accurate decisions.

Please send your qualifications directly to tom.simon@exceleras.com



Web Site: <https://www.exceleras.com>

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