

Customer Success and Support Manager

Company: Athlos Education

Location: Boise or Remote

Reports to: President / BDD

Classification: Full Time, exempt

Benefits: Yes

Compensation: DOE

Who We Are

Athlos provides innovative technology solutions to streamline special education operations and compliance in K12 school districts across the country. Our flagship software product, Special Education Logs, is growing rapidly. We currently partner with over 50 schools and districts in more than 25 states across the US and we expect that number to double or triple within the next year. We are celebrating our 3rd anniversary in Summer 2022 and are excited to be growing our team!

What We're Looking for

The Customer Success and Support Manager role at Athlos encompasses a unique mix of strategic and relational customer success skills, as well as day-to-day customer service and account management tasks. As an early member of the Customer Success department at Athlos, this role will have opportunity to grow as we grow.

As a CSS Manager at Athlos, you'll be responsible for cultivating and maintaining strong relationships with assigned accounts, ensuring high levels of customer satisfaction and contributing to strong renewal rates and growth opportunities. You'll work closely with business development and product management to ensure the customer lifecycle is seamless.

As a CSS Manager, you will also be responsible for managing our help center and ticketing. The ability to problem solve quickly to address tickets quickly and efficiently without sacrificing the customer experience is key. You will work on behalf of our customers with a passion for helping and going the extra mile. Most often, you are our first line of communication for our customers – you must know the product inside and out to provide the best answers and solutions. When problems need to be escalated, you'll act as the intermediary to ensure no detail goes unattended. You are the voice of the customer in our organization and understand how important your role is to our success and our ability to grow.

Duties & Responsibilities

Customer Relationship Management

- Proactively own and manage the success of a portfolio of customer accounts
- Serve as the primary point of contact for your accounts throughout the customer lifecycle
- Develop ongoing success plans to ensure goal alignment, product adoption, expansion, and loyalty for your customers
- Maintain strong relationships and engagement with customers and ownership of our customers' success measured through renewal rate, NPS and other metrics



Driving Customer Value

- Identify opportunities to drive customer value through successful product adoption, best practice sharing and regular demonstration of ROI
- Work with marketing team to generate excitement for new features or products and keep the customer informed; facilitate demos, onboarding calls, additional training and rollout support as needed
- Build relationships with key stakeholders, help resolve issues and escalations, and continually delight customers with a positive, service-oriented attitude
- Conduct advanced troubleshooting and serve as the point of escalation when issues arise

Ensuring Customer Support

- Manage help desk and serve as the first filter for all tickets, resolving support issues quickly and efficiently
- Manage the development and organization of all help center resources – including feature videos, training videos, release notes, tier information, and more.
- Resolve product or service problems by clarifying customer needs, determining the cause of the problem, selecting, and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
- Escalate tickets to appropriate tier when unable to solve (engineers for bugs, product dept for product requests, sales / customer success for contract adjustments)
- Maintain intimate knowledge of the product and all new features and functionalities
- Collect customer feedback and share with appropriate departments and team members
- Conduct product testing prior to the release of new features or functions

Revenue Generating

- Drive upgrade and upsell revenue through increased product adoption and usage
- Work with business development to deploy the annual renewal process for customers, including CRM tracking and reporting
- Take a proactive approach to churn reduction through regular account reviews and risk analysis

Cross-Team Collaboration

- Update CRM on a regular basis with all required information on engagements, customer health, churn risk, key contact, usage metrics, vision and goals
- Work closely and cross functionally with marketing, product and business development to develop practices that establish, expand and deepen customer relationships
- Serve as the voice of the customer across teams, receiving and interpreting feedback and sharing internally to continuously improve the customer experience

Our Ideal Candidate

- Experience as a Customer Success or Account Manager in a SaaS or software environment
- Previous EdTech experience, SIS, or experience with technical integrations (SFTP, etc)
- Prior experience in customer support and ticketing systems (Freshdesk a strong plus)
- Experience with identifying client-centric opportunities for upselling and cross-selling
- Friendly, approachable, and the ability to build rapport with all levels in an organization
- Empathetic, positive attitude with a desire to help customers reach their goals
- Strong communication skills; Proactive and self-motivated
- Knack for juggling multiple priorities; organization is key
- Ability to learn quickly in a dynamic startup environment; tech savvy is a MUST
- Availability for the occasional flexible work schedule to best support our customers
- Experience as a teacher or in the K12 education system is a huge PLUS! Even if you don't meet all the points above, you bring a unique and important lens, and we'd love to hear from you.

Working at Athlos

Benefits: The perks of working for us are great! You'll get your foot in the door as our company continues to grow. We are firm believers in work-life balance and provide employer-covered health insurance, 401K with employer match, competitive compensation plans, remote and hybrid flexibility, a modern office space with an onsite kitchen, gym, court and turf, growth opportunity in a young, innovative company, and more!

Values: We value integrity, trust, innovation, an entrepreneurial spirit, respect, and a customer-first mindset. These values determine the decisions we make, the community we build, and the service we deliver to our customers.

Team: We believe that diversity fuels innovation and we aim to foster an environment where everyone has an opportunity for impact and growth. We are a talented, hard-working team with an appreciation for work-life balance.

How to Apply

Submit your application, resume, and cover letter online at: <https://athlos.org/careers/> or email to info@athlos.org

Headquarters: 918 W. Idaho St., Boise, ID, 83702

Phone: (208) 519-4100

Email: info@athlos.org

We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identify, national origin, veteran or disability status.