

## Customer Success Manager

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Company: Harmonic

Location: Colombia

Category: other-general

### Description

#### Customer Success Manager

Harmonic is the worldwide leader in software-based cable access solutions. We revolutionized cable access networking with the industry's first virtualized cable access solution, enabling cable operators to deploy gigabit internet services more flexibly and efficiently to consumers' homes and mobile devices. More information is available at [Role description](#)

A Customer Success Manager (CSM) is a professional who is responsible for developing a positive customer experience and fostering healthy working relationships. They function as a bridge between the support and the sales CSM reports directly to the Customer Success Regional Lead. There are no direct reports to this are looking for a customer success manager who can provide ongoing support to our clients and network with them. The candidate should be able to contribute to building relationships and implementing innovative programs that will increase your business' revenue potential and minimize churn rates. A Customer Success Manager's responsibilities include supporting customers as they transition from sales prospects, building close relationships that often last beyond any one project or job-order lasting process ownership with the business , Lead the customer interfaces help solving their commercial and technical challenges and ensure their satisfaction while they are an active account with us. You will also collaborate closely with other employees to ensure customer questions and concerns are addressed in a timely manner. **Location**Remote – this position is 100% Remote anywhere in country **What**

## **you will be doing**

Establish clear client retention goals

Process milestones for the clients and employees to work toward

Assist customers with setting up and navigating programs or software

Promote the value of the product

Upsell services and products with the brand image

Promote value through customer experience

Assist in creating training courses and educational materials

Lead Customer meetings including QBR's

Lead & Generate Reports, Quotes, Pricing and Contract renewals

Maintain & track high score of NPS & CSAT

Track commercial and technical SLA's & KPI's

Review customer complaints and concerns and seek to improve the customer experience

## **What you need to succeed**

Proven work experience as a Customer Success Manager or similar role

Experience working with MSOs and promoting value through customer experience

Exceptional ability to communicate and foster positive business relationships

Technical skills required, as they relate to the use of the product or service

Technical experience in the high-tech industry, preferably within the broadband or telecom industries

Accountability and personal organization are essential

Experience in managing a diverse group and training each according to company standards

A communications or marketing degree is preferred

**Travel** You are required to travel about 20%

**Diversity, Equality, and & Inclusion at Harmonic** At Harmonic, we believe that building and nurturing a global team with diverse backgrounds and voices is critical to our success. Together, we achieve excellence through creativity and innovation, build relationships based on integrity and mutual respect, and deliver the highest quality in every aspect of our business for the benefit of our employees, business partners and shareholders.

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#### Cross References and Citations:

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