

MAJOR FUNCTION

This is technical work in the area of Customer Operations and Support. The Customer Success Manager provides high level customer service, support and guidance to City departments to enable their ability to achieve success in areas related to technology, increase the impact and adoption of organization's technology standards and create consistent customer relationships with Technology & Innovation. The Customer Success Manager is tightly aligned with the divisions within the Technology and Innovation Department and works collaboratively with City departments that they support. Work is performed under the general supervision of a higher-level employee who reviews work through observations, conferences, logs, and reports for desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

As part of building the customer relationship between the Technology and Innovation Department and other City departments, the Customer Success Manager proactively and consistently engages with departments and is responsible for implementing tailored success management plans, serving as a customer advocate, managing resolution to technical issues, monitoring and measuring the wellness of customer relationships, nurturing customer relationships and guiding technology support, ultimately bridging the gap between business and technology. Provide system onboarding assistance through calls and customer meetings. Perform periodic customer success reviews that confirm satisfaction, resolve issues with the help of the technical support team, and to expand Technology and Innovation use throughout different departments. Reviews customer complaints and concerns and seek to improve all aspects of the customer experience with Technology and Innovation. Must mediate, counsel and empathize with both internal and external teams to ensure customer expectations of our services are met and exceeded and prioritize and drive resolutions on escalated customer issues. Display a strong understanding of technical language in order to effectively communicate with customers and internal teams within Technology & Innovation. Implement policies with internal teams to establish a level of quality customer service that exceeds expectations, especially for anyone who has direct contact with customers. Communicate directly with the customer project management team and resources to identify, document, assign and deliver customer specific program requirements. Provide proactive strategy with their assigned customer accounts, provide regular reporting on customer specific activities and coordinate with business users and procurement to ensure timely renewals. Additionally, continue to identify new opportunities for customers to use Technology and Innovation products and services.

Other Important Duties

Completes special projects as assigned. Assures proper and balanced interface between specific application/system and external primary systems. Establishes and maintains relations with other application/system users within geographic and application sectors. Serves on ad hoc teams or committees as necessary. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Experience in providing customer service and support for technology systems and applications. Ability to communicate effectively, both orally and in writing. Ability to mediate, counsel and empathize with both internal and external customers to ensure customer expectations of our services are met and exceeded. Ability to understand the processes and procedures of the various business or service departments within the City. Ability to analyze and convert system requirements into design specifications. Ability to conduct independent research and define results. Ability to plan, schedule

CUSTOMER SUCCESS MANAGER

and coordinate the daily activities for technical projects. Ability to establish and maintain effective working relationships as necessitated by the work. Act as customer advocate and liaison to become a trusted advisor. Develop and maintain strong customer relationships through proactive communications, visits and ticket monitoring. Review customer complaints and concerns and seek to improve all aspects of the customer experience with the Technology and Innovation Department. Build relationships with assigned customers, assist with issues and continually delight them with a positive, customer-centric attitude.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, management information systems, computer science, or a field directly related to the technological or functional area in which the vacancy exists and either four years of professional or technical experience that includes evaluating, implementing and maintaining computer systems, networks and virtualized environments; or four years of professional or administrative experience in the functional area in which the vacancy exists, as applicable; or an equivalent combination of training and experience. One year of the required experience must include analysis, operation and maintenance of a non-proprietary information management system or application. A master's degree in computer science may be substituted for one year of the required experience.

Necessary Special Requirements

At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment.

Established: 02-12-21