

# LEDGER BENNETT

## Technical Customer Success Representative

We are looking for an experienced technical customer success professional to become the first member of our customer success team. We will provide you with the support you need to be successful as you will have the opportunity to lead the customer success function. The person who joins us will find themselves in a well funded early stage 7 person SaaS startup that is a subdivision of Ledger Bennett (LB). LB is a 50+ person B2B marketing company, that focuses on is a global enterprise brands and product management.

Reporting directly to the **Vice President of Product** you will take ownership of our entire customer success process from onboarding to technical support, documentation to renewal. As an early member of the team you will have massive influence over how you shape your department as well as the direction of the product.

If these ideas sound exciting to you this is a **GREAT** opportunity for you!

Ideally, you are experienced with B2B marketing technology and marketing operations. Our product, *Cortex*, is a B2B marketing analytics and revenue attribution product. Supporting our customers will mean you have the prior experience and/or aptitude to learn the details of Salesforce, marketing automation platforms, and the data these platforms contain. You will lead the customer onboarding experience and ongoing support.

It will be important for us to know that you are a self-driven learner who is always learning new things at work and in your personal life. This is a great opportunity to work on a broad range of activities and exercise a bunch of muscles. Our team is comprised of a bunch of self-aware fun people and we're excited to meet you!

### **About Ledger Bennett**

Ledger Bennett progressive forward-thinking B2B marketing agency and technology company. Our fast-growing agency is filled with some of the most talented people in the industry—and we're on the lookout for more. If you're ready to grow your career and develop new skills come join us at one of our offices in London, San Francisco, New York, or Chicago.

### **Key Responsibilities**

- Take ownership of our entire customer success process from onboarding to technical support, documentation to renewal.
- Manage customer onboarding, technical support, ongoing support and our documentation / help center.
- Be a deep expert on our product, the customer, their systems, data, our data processes, and all nuances as to how data is presented in our reports
- Project manage customer implementations
- Relentlessly drive the customer and our teams to ensure projects are successful
- Take on the psychological ownership for the success of our customers
- Provide feedback to our development team on product requirements

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## **Other Stuff**

- Self-driven learner who is always learning new things at work and in your personal life
- Willing to develop relationships with internal stakeholders to complete tasks in an efficient manner
- Ability to use ASANA to build, track and manage project plans
- Comfortable speaking and presenting internally and externally

## **Qualifications**

- **3+ Years minimum experience** as a customer success manager in a SaaS company
- Experience working with data and the integration of data across SaaS products
- Some familiarity with business intelligence reporting tools
- Ideally, you are familiar with Salesforce, Marketo and Eloqua products but not required
- Repeated experience defining B2B marketing tech requirements to solve specific use cases, figuring out the solution and managing the projects to develop and or install the technology solution
- Ability to evaluate issues independently in a fast-paced environment and manage multiple, cross-functional projects simultaneously
- Excellent communication skills, including public speaking
- Analytical mind-set and problem solving skills with high attention to detail

## **What you can expect from Ledger Bennett**

When you join Ledger Bennett, you gain access to some of the best perks in the business, not to mention working with some of the most authentic and innovative people. We've built out our benefits plan with them, and you in mind, so you can keep on doing what you do best, knowing that we've got you covered.

## **What can we offer you?**

At Ledger Bennett, we are proud to offer some of the best benefits in the B2B marketing space.

As our Campaign Manager, you will be entitled to a competitive salary, plus a range of benefits including:

- Uncapped Holiday Allowance
- A matched stakeholder pension plan, up to 5%
- A fully flexible WorkStyle
- A bespoke People Framework to ensure you have the right support, tools, and skills to carry out your role
- Full 4 x salary life insurance
- Choose your own IT, home office equipment
- Free and confidential anytime access to an award-winning Employee Assistance Program which includes, Free counselling, Financial advice, Legal advice

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- Corporate Social Responsibility (CSR) activities (In 2021, we are partnering with Mental Health non-profits to support their goals; involving our team in mental health workshops, wellness Wednesdays, and more)
- Our Health and Wellness cash plan which includes Up to 100% money back for everyday healthcare benefits such as Dental, Optical and Physiotherapy, Children living at home and studying full time covered up to the age of 21 at no extra cost, Access to Ledger Bennett MyWellness, which offers additional services that help you take control of your own health

## **Why work for Ledger Bennett?**

We believe that in the next 5 years Marketing, Sales and **Customer Success functions** will be replaced with a single Digital Revenue Team offering frictionless, transparent, recurring revenue growth. At Ledger Bennett you will implement best-in-class solutions and adopt new and emerging technologies. We are a well-established business of experienced digital professionals working in global teams to deliver data driven solutions to complex marketing, sales and customer success problems. We are growing rapidly with offices in London, San Francisco and Chicago.

So if you have the skills, hunger, and experience to be a part of the revenue revolution, then join us as our Technical Customer Success Manager, **click APPLY with your CV.**