mySIDEWALK CAREER OPPORTUNITY

Customer Success Manager

Key Characteristics:
mySidewalk's next Customer Success Manager is a curious, empathetic, and proactive listener who motivates customers through their toughest challenges. They naturally seek to understand how a customer works today and how mySidewalk can become an indispensable part of that workflow. They are organized and assertive, yet adaptable as customer needs evolve. They value documentation, communicate clearly, and can translate complexity into compelling stories that demonstrate value and drive adoption.

The kind of problems you'll help us solve:

- How might we ensure customers fully integrate mySidewalk into their daily workflows so they achieve meaningful, measurable outcomes?
- How might we maximize customer value by deeply understanding their operational processes and aligning mySidewalk to enhance them?
- How might we guide customers through the journey from onboarding to value realization, increasing both retention and expansion opportunities?
- How might we drive a nuanced understanding of customer needs, usage patterns, and growth potential across the organization?

How you'll solve those problems:

- **Develop a deep understanding of the customer's context, workflows, goals, and pain points—and connect these to specific ways mySidewalk delivers operational value.**
    - Manage a portfolio of customers—and for each one, understand the customer's current state and desired state (outcome) and how mySidewalk will deliver results.
    - Make connections with the customer, building relationships that are rooted in mutual trust and a shared interest in creating positive change in communities.
    - Become a product expert and advisor who can confidently coach customers on how to operationalize mySidewalk—using it not just as a tool, but as a core component of their work.
- **Guide customers through every stage of the customer journey with a blend of best practices, data insights, and intuitive understanding of customer needs and adoption patterns.**
    - Own and execute account plans that focus on workflow integration, value realization, retention, and identifying expansion opportunities.
    - Shape champions and product experts inside customer organizations who can independently advocate for and scale usage of mySidewalk.

- Lead renewal and expansion conversations by demonstrating clear alignment between customer outcomes, workflow improvements, and the value mySidewalk unlocks.

You'll help us solve those problems if you have:

- Excellent verbal and written communication skills, including the ability to present to internal and external executives and key decision makers live and via web conference
- Understanding what technology can help solve complex challenges and are skilled at explaining complex and/or technical issues clearly
- Excellent at account planning, prioritization, and management of complex timelines
- Data-driven and human-centered in assessment of own and others' effectiveness

To apply, please email your resume to careers@mysidewalk.com.