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Job title, keywords, or company

Where

City, state, zip code, or "remote"

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Customer Success Manager

ShopHero
Provo, UT 84601
Hybrid remote
\$45,000 - \$55,000 a year - Full-time

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Job details

Salary
\$45,000 - \$55,000 a year

Job Type
Full-time

Benefits

Pulled from the full job description

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Health insurance
- Health savings account

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Full Job Description

A ShopHero Account Manager (AM) is responsible for developing relationships, driving adoption of and success with the ShopHero Retailer Success Platform, increasing retention, and fostering loyalty among our retailer partners. You will work closely with store owners and operators to ensure they are getting the most value possible from their ShopHero relationship.

A ShopHero AM is the first and main point of contact for each of our retailer partners. You will become their best friend, a trusted advisor, and a key contributor to their online grocery success. If you are a people person who enjoys helping and seeing others succeed, this role is perfect for you.


Responsibilities:

- Own the customer relationship and be the main point of contact with assigned accounts starting post-sales
- Oversee the onboarding process to ensure a smooth onboarding experience
- Set individual account goals based on revenue and/or monthly order volume
- Communicate clearly the progress of engagement initiatives
- Measure and manage customer retention in line with company goals
- Create and lead QBRs with your accounts

Qualifications:

- Strong organizational, managerial, and personal skills to successfully communicate and negotiate with internal and external teams
- Technologically literate, ability to learn new solutions, features/functionality,

Company Info



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ShopHero is the leading provider of technology solutions for independent grocers. ShopHero's innovative online grocery solution is used b...

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and communicate those in a value-added way to your accounts

- Proven track record of consistently exceeding objectives; self-motivated, and driven by results
- Establish and drive customer and internal relationships and communication
- Measure and manage customer retention in line with company goals
- Superior verbal and written communication skills
- 1-3 years experience providing account management, implementation, and/or support services, ideally for a SaaS / Cloud-based platform preferred
- Good listening and decision-making skills
- A passion for helping people get the most out of technology
- The desire to work in a fast-paced, dynamic start-up environment
- Manage customer relationships and become the trusted advisor for the account

ShopHero Inc is committed to diversity in its workforce. ShopHero is an equal opportunity employer and considers qualified applicants without regard to gender, sexual orientation, gender identity, race, veteran or disability status.

Job Type: Full-time

Pay: \$45,000.00 - \$55,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Health insurance
- Health savings account
- Paid time off
- Vision insurance
- Work from home

Schedule:

- Monday to Friday

COVID-19 considerations:

ShopHero is mostly remote, with a few quarterly gatherings/activities. The office is open for employees who prefer to work there, but work from home is the standard for most.

Work Location: Hybrid remote in Provo, UT 84601

Hiring Insights

Hiring **1** candidate for this role

Job activity

Employer reviewed job **12** days ago

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If you require alternative methods of application or screening, you must approach the employer directly to request this as Indeed is not responsible for the employer's application process.

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