



Customer Success Manager

About Imperative

Imperative is an employee engagement platform that accelerates organizational change by activating employees at scale through guided conversations.

For over a decade, we've been dedicated to fixing what's broken about today's workplace. We believe that meaningful human connection at work is the key to unlocking transformational benefits both to the business and individual employees.

Founded by serial social entrepreneur and leading expert on the science of purpose and fulfillment at work, Aaron Hurst, we know what it takes to create, launch and scale an enterprise-wide solution for employee connection and team building.

The Imperative Platform is an AI-enabled, personalized conversation experience that brings co-workers together for conversations that connect them with their intrinsic work motivation, their peers, and their organization—strengthening teams, breaking down silos, improving collaboration and reducing turnover.

As a pre-Series A stage company, we are a team of builders, entrepreneurs and creators that are wildly passionate about making work meaningful for everyone.

About the Role

Imperative is seeking a purpose-driven, customer-centric, high capacity individual to lead the launch and customer success of Imperative's engagement platform for customers. As new employers license the Imperative platform as part of their enterprise engagement strategy, the Customer Success Manager partners with the Enterprise Account Manager. While the Enterprise Account Manager guides the account strategy and carries quota, the Customer Success Manager at Imperative will work with the internal Imperative team and the customer to successfully launch and

sustain the customer program- coordinating logistics, project managing follow up steps and providing a smooth human-first experience.

Success for this position is providing a top-notch customer experience, successfully onboarding each new license by running the full administrative experience for a customer and proactively helping resolve any customer support issues that may arise- ultimately supporting a fulfilled workforce and Imperative through the renewal and expansion of our accounts.

As entrepreneurs and builders at Imperative, we also expect every role within the company to play an active role in creating the work environment that sets everyone up to thrive. We prioritize building strong internal relationships, having an entrepreneurial spirit and assuming positive intent as we collaborate and build towards our vision.

Your Relationships

This role reports to our VP of Product & Operations and works alongside our stellar Customer Success & Accounts team. In this role, you will also work closely with everyone on the Imperative team (from product and engineering to marketing) as we continue to build a remarkably effective experience. Our team is made up of very passionate, purpose-driven individuals. You will also be exposed to progressive leaders from around the world and across diverse industries that believe in making work more meaningful and inclusive for everyone.

Your Impact

You will be responsible for partnering with our incredible customers to successfully launch Imperative inside their organizations empowering thousands of people to build meaningful connections, break down silos and align their work to uniquely impact team and organizational goals. You will be the hub of all of Imperative's work, representing the voice of the customer, and key to the success of everyone on the Imperative team.

Your Growth

Not only will you become a leading expert on the science and application of purpose at work, you will be exposed to new challenges on a daily basis as we evolve our platform and build our capacity.

You will gain deep experience in project management, SaaS, start-up development and process creation, data analytics, learning & development program deployment and internal communications.

As the Customer Success Manager, you will specifically be responsible for:

- Transitioning new customers from business development (new business) through deployment and ongoing use - leading customer success from the first 90 days of the customer relationship through the entirety of the customer journey.
- Refining a detailed launch plan with the each deployment and, in collaboration with the Customer Success Team;
- Setting up the customer on the platform and coordinate any required customization;
- Lead a rigorous tech review process to ensure Imperative's platform works seamlessly within the customer's IT ecosystem;
- Frequently host and facilitate kickoff calls, energizing users about our platform;
- Schedule and coordinate training for customer program leads;
- Consistently connect with the customer during the launch plan and throughout their experience to troubleshoot problems, share success metrics & stories, and ensure they have the resources they need;
 - In turn, share learnings and insights regularly with the internal Imperative team with the goal to help us prioritize and continue creating an exceptional product experience
- Provide key elements of customer success including best practices; thought leadership and content throughout the customer journey;
 - Provide guidance, best practices and recommendations to clients - being seen as a trusted strategic partner
 - Escalate any issues that arise to the appropriate person on the team for rapid response and resolution;
 - Success will ultimately include celebrating the completion of each launch and full deployment of purchased licenses throughout each enterprise.

- Pull frequent analytics to assess the success of each launch
- Support the storytelling of success for each customer in metric reviews and quarterly business reviews
- Support creating new best practices in internal marketing to increase enterprise seat adoption and engagement

Requirements

- An overwhelming passion for Imperative's purpose and alignment with our values (belief, excellence, curiosity, and resourcefulness);
- A customer obsessed attitude and a successful track record of managing external relationships;
- 3-5 years of experience managing complex projects on time and under pressure; Strong preference for experience in customer success for a B2B SaaS platform and/or experience deploying learning programs within an organization
- Industry knowledge of working within employee engagement, learning & development, talent management, and/or operations

A true self-starter; Detail-oriented and consistent follow through a must, Excellent relationship building skills (both internally and externally)

- High comfort with technology, ambiguity and quickly learning new systems (i.e. learning & growth mindset)
- A warm, clear and direct spoken and written communication style; comfort with facilitating and presenting to customers
- Entrepreneurial-spirit and a critical thinker; Energized by executing and following through on process, while also remaining agile and open to an iterative process (the sweet spot of a start-up environment)
- A Bachelor's degree or equivalent.

Benefits

Benefits begin on the first day of the month after your start date and include health, dental, vision, life insurance, optional 401k enrollment. Based on the work we do, we know meaningful

relationships, making an impact, and growing are core to feeling fulfilled at work. Therefore, we prioritize internal usage of our platform with our teammates so that we can ensure opportunities to reflect on our personal impact and growth. In addition, we value flexible schedules and unlimited vacation days -- all so that you can bring your best self to work.

*Our team works remotely and we host in-person team retreats quarterly. Read more about our culture [here](#).

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At Imperative, we celebrate differences, we support workplace authenticity, and we thrive on diverse viewpoints for the benefit of our employees, our products, and our community.

We are proud to be an Equal Opportunity Employer. Imperative does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

As a condition of employment all offers are contingent upon completion of a criminal background check. An individual assessment of an applicant's prior criminal convictions will be made before excluding an applicant from consideration.