

Job Title: Manager of Customer Success

Company Description:

Relavent Systems, Inc. ("Relavent") is a venture capital-backed B2B SaaS company specializing in delivering cutting-edge code enforcement solutions to municipal clients, specifically Local Public Health Departments. We also provide Retail Food Safety compliance solutions to commercial clients. Our platform is designed to optimize inspections, streamline operations, enhance productivity, reduce risk, and foster stronger, more productive connections between businesses and regulatory authorities. As we continue our rapid growth trajectory, we are seeking a dynamic, customer-driven Manager of Customer Success to join our team.

Role Overview:

At Relavent, we go beyond the traditional definition of Customer Success by truly partnering with our customers to help them succeed - not only being proficient with our platform but providing guidance and assistance to improve their day-to-day operations and inspection results. We meet them where they are at and help them move forward.

As the **Manager of Customer Success**, you will play a pivotal role in driving customer satisfaction, retention, and growth. Reporting directly to the CEO, you will lead our Customer Success initiatives to ensure that our municipal and commercial clients realize maximum value from our platform. You will be responsible for building and scaling the Customer Success function, implementing best practices, and fostering long-term partnerships with our clients.

Key Responsibilities:

- Build and lead the Customer Success initiative, developing strategies to enhance customer satisfaction and retention.
- Implement customer success best practices and processes to improve client engagement and product adoption.
- Partner closely with clients to understand their needs and objectives, ensuring they derive maximum value from our solutions.
- Provide training to new users on our software applications, enhancing user proficiency and adoption rates.
- Act as a trusted advisor and subject matter expert to clients, offering insights to improve their operations and outcomes.
- Identify opportunities to upsell products and services that align with client needs.
- Collaborate with cross-functional teams, including Sales, Product Development, and Support, to address customer requirements.
- Monitor customer health metrics and proactively address any issues to ensure client success.
- Foster strong, long-term relationships with clients to promote loyalty and advocacy.

Qualifications:

- Bachelor's degree in related field.
- Proven experience in a customer-facing role, with a focus on customer satisfaction and retention.
- Strong analytical skills and experience in account management.
- Demonstrated ability to build strong customer relationships.
- Strong time management skills with the ability to manage multiple projects simultaneously.
- Excellent communication, problem-solving, and decision-making skills.
- Ability to effectively upsell products and services.
- Experience in training new users on software applications.

Additional consideration will be given to applicants with:

- Ability to thrive in a fast pace, high growth environment.
- Knowledge of SaaS products and technology.
- Experience working with Local Public Health departments.
- Prior experience and proficiency using Relavent's software.
- Subject Matter Expertise in Retail Food Safety, or other sanitary codes.

Additional Information:

This position is 100% remote. However, you will meet with the CEO at least monthly in person, and with the team and customers via video conferencing as needed.

Must be able to travel to customer sites and attend industry events, conferences, etc., on an as-needed basis.

If you are a dynamic, customer-focused professional looking to make a significant impact within a growing company, we'd love to hear from you.

Please send all direct inquiries to:

Michael Hicks
President & CEO
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