**Title: Customer Success Manager- Retention Specialist**

**Location: East Coast – Remote**

Goverlan Reach is a software solution used by IT Support Engineers and Systems Administrators to manage and support their IT infrastructure. It provides AD account management, endpoint management, remote desktop access, software deployment, patch management, process automation and many other IT services.

Goverlan is a rapidly growing, profitable technology company seeking a **Customer Success Manager- Retention Specialist** to provide to help set up our customers for immediate success through a clearly defined implementation process. Throughout our customer lifecycles, we prioritize delivering a fantastic customer experience, and onboarding is the first step of that process.

As a Goverlan CSM, you will be directly communicating with Goverlan customers. You should have a persuasive attitude, excellent customer relationship skills, and a passion for sales. Ultimately, a top-class retention specialist is able to improve renewals by creating lasting bonds with customers.

Salary is commensurate with experience. This is a REMOTE role.

**Key Responsibilities**

Deal directly with our customers to find out what issues they are facing, compile how we may improve our products or services, and how to retain their business.

* Developing aggressive retention strategies based on customer feedback.
* Negotiating with customers to renew contracts and retain business.
* Analyzing customer behavior.
* Gathering information about customer complaints.
* Identify cross selling opportunities.
* Meeting with the sales team to propose customer retention solutions.
* Writing and presenting customer behavior reports.
* Building positive relationships with customers and business associates.
* Assists with transitioning perpetual customers to SaaS licensing

**Desired Skills and Experience**

* Pleasant and straightforward phone and video manner.
* Excellent written communication.
* Negotiation skills and persuasive
* Organizational skills — you'll be working with many customers, and you'll need to have expertise in place to keep all their needs organized.
* An understanding of market needs and current use cases of businesses using video.
* Strategically minded — you'll be helping customers come up with their overall strategy with our product!
* Highly self-motivated and driven — you don't need someone hovering over your shoulder telling you what to do all day.
* The ability to shift priorities quickly when necessary.
* Bachelor's degree.
* Experience project managing in a professional context.
* Training or educational experience.

**Must be in the East Coast to apply.**