

Job Title: Senior Client Success Manager
Department: Client Success Management
Supervisor Title: Manager, Client Success

Type: Full-Time
Location: Scottsdale, AZ
Last Revised: 2020 October

Job Summary

At LeaseHawk, we are passionate about helping our clients leverage our technology to optimize the performance of their leasing operations. The senior client success manager plays a vital role in this mission as a leading member of the Client Success team responsible for nurturing relationships with LeaseHawk clients, driving client satisfaction, and maximizing client retention.

The senior client success manager will be responsible for a portfolio of LeaseHawk clients, advising them on best practices to maximize the value of their investment in LeaseHawk services, and serving as their advocate within LeaseHawk.

Responsibilities

- Manage relationships with an assigned portfolio of client accounts, acting as each client's primary point of contact.
- Proactively assist clients with identifying and implementing improvements in how they leverage LeaseHawk services to manage leasing activities
- Define and execute action plans to achieve customer retention goals
- Partner with the Product and Sales teams in setting priorities that drive the Product Roadmap, serving as the Voice of the Customer on behalf of clients

Required Skills and Qualifications

- Bachelor's degree in Business, Communications, or related field
- 5+ years in client success management roles, preferably for SaaS companies
- Effectively communicates verbally, in a cordial and professional manner, to clients and colleagues
- Strong problem-solving skills
- Self-managed, with a bias to action
- Solid time management and project management skills
- Enjoys working in a collaborative, fast-paced environment

Preferred Skills

- Experience with Salesforce and Office 365
- Experience working in the multifamily residential leasing industry
- Experience working in a client-facing role at a SaaS company

About LeaseHawk

A pioneer in the multifamily industry, our focus at LeaseHawk is to bring emerging technologies to property management companies and owners. Our performance platform and virtual leasing assistant, trusted by leading multifamily companies, were designed to empower you with insight to elevate the key aspects of your business



JOB DESCRIPTION

— your people and your marketing. By leveraging artificial intelligence and "big" data you will be able to more effectively manage the relationship with your rental customer.

Our Employees

We are always seeking dynamic and innovative individuals to join our best-in-class team and contribute to our growth and success. The LeaseHawk headquarters is in beautiful North Scottsdale at the Scottsdale Promenade with convenient access to the Loop 101 freeway.

To attract and retain top talent, we are pleased to offer a competitive package of benefits, including:

- Health, dental, vision, and life insurance
- Long-term and short-term disability insurance
- Three weeks of paid time off (PTO) accrued annually
- Ten paid holidays annually
- A 401(k) program
- Potential annual bonus
- Flexible work schedules with telecommuting options
- Awesome work environment with casual dress