

Customer Success Manager – OEM Accounts

What are we looking for?

- › **Title:** Customer Success Manager – OEM Accounts
- › **Compensation:** \$75,000 - \$85,000 Base + opportunity for commission
- › **Reports to:** Manager, Customer Experience & Support
- › **Level:** Mid-level

WHO ARE YOU?

You love making customers successful. You consider yourself to have both business savvy as well as technical knowledge. A broad business background, strong analytical skills, and impressive technical expertise are your strengths.

You take initiative – whether it's stepping up for new challenges, owning your growth, or proactively offering solutions. Start-up life energizes you, and you naturally bring creativity, adaptability, and a team-first mindset. You are committed to researching and diving deeper to understand your customers, their business needs, and the landscape of their competitive market to better serve them. You thrive in ambiguity, think on your feet, and tailor your approach to meet unique customer needs.

WHAT DO YOU DO?

At Documoto, a Customer Success Manager's primary role is to ensure that customers not only adopt the product effectively, but also derive continuous value from it, leading to long-term retention and growth. You will be responsible for managing all aspects of Documoto's relationship with our customers. Part of your role as a Customer Success Manager is to work closely with customers to help them redesign their business processes to incorporate Documoto into their daily operations. In order to do so, you will become an expert in your customers' industry or domain. Customer Success Managers should be able to translate complex customer requirements and build configuration options, with the ability to guide clients through decision-making processes. Additionally, you will be responsible for identifying natural growth opportunities by understanding customer goals and aligning product capabilities with evolving needs. Throughout the life of the account, support questions and concerns do come up. As a Customer Success Manager, you will also help customers to troubleshoot those issues and provide a heightened level of support, above and beyond what the customer would normally receive through the Support center alone.

Key Responsibilities:

You will serve as the strategic partner and primary point of contact for 30-50 customers in the North American complex equipment manufacturing segment. Your responsibilities will span three key areas:

Customer Success

- Plan and conduct Quarterly Business Reviews (QBRs)
- Assign and monitor customer health scores
- Monitor and address Customer Satisfaction (CSAT) feedback
- Build strong, long-lasting relationships with key stakeholders by serving as the primary contact
- Track and follow up on open defects and enhancement requests
- Advocate for the customer by providing feedback to the Product Team
- Deliver product demos for new and expanded features
- Provide on-demand training and educational support
- Drive user adoption by identifying usage trends and engagement gaps through data analysis

- Conduct customer on-site visits
- Identify opportunities for growth including:
 - Professional Services engagements*
 - Subscription upgrades and add-ons*

Product Support

- Serve as the support contact for your assigned accounts:
 - Answer product questions
 - Troubleshoot potential bugs or defects
 - Log defects
 - Identify and provide customers workarounds
 - Escalate for advanced troubleshooting support (integrations, authentication, REST API's, etc.)

Industry/Domain Expert

- Develop and maintain deep knowledge of the Industrial & Equipment Manufacturing vertical
- Stay informed about industry trends, news, and evolving customer pain points
- Attend industry conferences to expand knowledge and network
- Share relevant industry insights internally

*A compensation plan will be available for your contributions toward Professional Services and Expansion revenue.

WHAT MAKES YOU A GREAT FIT?

- 5+ years of experience as a Customer Success Manager and/or Engagement Manager in SaaS, OR
- 5+ years in account management or aftermarket support for an OEM, equipment dealer or distributor
- Experience as the Subject Matter Expert (SME) for one or more business systems and troubleshooting skills are a must have
- Must have a confident communication style with strong presentation skills
- Strong technology and business acumen
- Demonstrated experience with documenting how to's, wikis, best practice guides and / or knowledge base articles
- A good understanding of SaaS
- Excellent communication skills and the ability to effectively communicate within the organization as well as to external clients
- Must be highly detail oriented and willing to 'Lead' and 'Do'
- Empathy and customer-first mindset
- Deep complex industrial or equipment manufacturing industry expertise a major plus
- SmartSheet, HubSpot and Office 365 experience are a plus
- Familiarity with SQL, Excel, web services, XML and/or other related technologies a plus
- Experience in Computer Aided Design (CAD) software and/or Equipment Manufacturing highly preferred

Ideally the candidate will be located in the Denver area, Midwest (preference to Illinois, Ohio or Wisconsin) or Pennsylvania but Documoto is willing to consider remote candidates located elsewhere in the United States and within 1 hour of a major airport.

Approximately 20% travel – required monthly to quarterly visits to Documoto HQ in Littleton, CO, and North American tradeshows / customer on-sites (including some international travel to Canada)

HOW TO APPLY?

Email your resume to jobs@documoto.com