



| | |
|--------------|--|
| Job Title | Customer Success Manager |
| Location | Texas, USA |
| Reporting To | Director of US Customer Success |
| Region | Primary: Texas, USA, Secondary: Domestic US Market |

Company Description:

CriticalArc is a rapidly growing SaaS firm that designs and delivers SafeZone™, a unified safety, security, and emergency management solution that provides Safety Everywhere™ for an organization's people, wherever they have a duty of care. SafeZone enables real-time coordination and response to incidents of any scale, empowering organizations to respond faster and more effectively. The solution also provides operational insights to streamline day-to-day operations and improve team performance. Quick to deploy, scalable, and easy to use, SafeZone is transforming how leading organizations manage the safety of millions of people every day.

About this position

We are seeking a Customer Success Manager who will implement CriticalArc's SafeZone Platform to customers in the US region, focused primarily in Texas.

Your key responsibilities will include:

- Guide customers through the configuration phase sharing recommendations and best practices.
- Train responders and end users on how to use the SafeZone platform.
- Provide day-to-day support to clients and users in Higher Education and Healthcare sectors.
- Utilize your technical knowledge, software deployment experience, and communication skills to ensure the success of our current and future customers.
- Ensure ongoing customer satisfaction and success.
- Occasionally support the USA Sales team with pre-sales activities.

The Ideal Candidate

The ideal candidate will have previous software deployment skills in a similar solution, or in an industry that requires the same skill sets.

You will have a willingness and capacity to learn quickly on the job. You must be available to travel and able to work autonomously as required. As a minimum you will have US Permanent Resident status.

Essential Job Functions

This is intended as an outline of the essential functions of the position.

- Create, plan, document, and manage successful customer launch projects using CriticalArc's standard methodology.
- Configure SafeZone systems during the initial launch phase.
- Provide face-to-face training in SafeZone systems to customer administrators and field response teams.
- Conduct and document Acceptance Tests with the Customers' representatives.
- Recommend areas of improvement for greater success with clients on a quarterly basis in

addition to reviewing their utilization and adoption.

- Produce regular and accurate progress reports for CriticalArc Management.
- Escalate issues to the right level of management in CriticalArc and the customer organization, as appropriate.
- Seek opportunities to develop new CriticalArc business with the customer, based on a deep understanding of their environment and need.
- Ensure and maintain ongoing customer satisfaction.
- Resolve customer support issues in a timely and effective manner.
- Drive continuous feedback internally and externally to communicate best practices and lessons learned.
- Share customer feedback internally to drive further enhancements
- Represent CriticalArc to its customers in a friendly, knowledgeable, helpful and constructive fashion without losing sight of deliverables, time and resource constraints.

Required Competencies

- Written and spoken proficiency in Spanish and English
- Minimum 3 years managing and delivering large digital solution projects.
- Minimum 3 years implementing SaaS solutions with product expertise, project management, consulting, and delivery.
- Excellent analytical and problem-solving skills.
- Excellent consulting skills with a customer-centric, solution-oriented approach.
- Proven track record of excellent relationship-building and communication skills; must earn the trust of customer.
- Excellent presentation skills, experience with MS PowerPoint.
- Strong service orientation with the ability to have difficult client conversations, manage workflows, and prioritize critical client issues.
- Results oriented individual who can work independently and remotely.
- Self-sufficient, professional user of all MS-Office applications.
- Exceptional organizational, planning and management skills employing appropriate tools such as Wrike, Excel and related reporting and management tools including CRM, Support Ticketing, JIRA etc.
- Technical and professional depth and credibility.
- Experience with training customer staff at all levels (from briefings for senior executives, to basic workshops for operational controllers and field staff).

Desirable Experience

- Prior consulting experience ideal, including large-scale software implementations, enterprise application configuration and multi-site delivery.
- Experience with Cloud-based software or enterprise software preferred.
- Experience with technical systems and location-based services.
- Proven track record in the management and reporting of project KPIs and scheduling.
- Proven ability to develop and execute business processes and procedures. Strong process-oriented and data-oriented problem solver with business process-mapping skills.
- Experience working in or with the public sector (Higher Education and Healthcare Preferred).
- Experience working with large Enterprise Stakeholders across multiple departments.
- Setting up Single Sign On (SSO) Integration and APIs for system-system integration.
- Smartphones and related Mobile technology.
- Bluetooth Wearables and Indoor Positioning technology.

At CriticalArc we are passionate about what we do. We enjoy working with like-minded people who also share our vision and desire to ensure customer success and achieve maximum customer satisfaction.

If you feel this role is right for you, however you don't have the exact skills articulated. We're happy to consider candidates that have an aspiration to move up, down or sideways to their next role. If you have a transferable skill set, aptitude to learn something new and lots of energy then you may be the right candidate for us. Why not apply!