



Now Hiring a FT, In-Person **Client Success Manager** (w/ Marketing Chops)

Yo!

We're PlusThis.

We're a software company in Gilbert, AZ.

We help small businesses supercharge their automation using our library of add-on tools for platforms like Keap, HighLevel, ActiveCampaign, HubSpot, etc...

And we're on the hunt for a legit new team member to do 3 things:

1. Make sure our clients get PHENOMENAL RESULTS with their automation
2. Make sure our clients have a RIDICULOUSLY WORLD CLASS EXPERIENCE
3. And as a result, help us GET MORE CLIENTS and have them PAY US MORE MONEY :)

THE RESPONSIBILITIES

More specifically, these are the kinds of Client-Success-Manager things you can expect to do day-to-day and week-to-week:

- **CLIENT SUPPORT (MANAGEMENT):** We have tier 1 support resources in place, so you're more of a "tier 2 support rep meets support manager". You may need to help with some tickets from time to time. You may need to train up some reps from time to time. You will definitely review all the tickets that come through to ensure quality responses AND so you're aware of common themes so we can upgrade our experience and/or product to address them.
- **"SOCIAL MEDIA SUPPORT":** Not every question from prospects or clients comes into our ticketing system. Some of them just get asked on Social Media. Your job will be to monitor prominent social media groups and/or platforms so when questions do get asked, a friendly neighborhood PlusThis team member is there to answer.



- **FREE TRIAL EXPERIENCE & CONVERSION:** You'll be responsible for making sure our free trial experience is amazingly simple and easy for our clients. This will look like monitoring the entire experience (which pages people see, which emails people get, what we show them in the app, etc...) and then making suggestions on how it can be simplified and enhanced. Success is that more of our free trials get to usage faster, and that more of our free trials convert to paying clients.
- **CLIENT SUCCESS MARKETING:** In addition to the Free Trial Experience, you'll be responsible for staying in touch with our existing clients and helping them continue to achieve success. This will include notifying them about new features we've released. It might look like leading live training classes with our clients or creating/sharing helpful tools and resources that they can consume on their own. Success here is that more of our clients will use more of our app and ultimately end up upgrading their subscription and paying us more money.
- **CLIENT SUCCESS STORIES:** We want our clients to win, and we want to know when they win. Because of your proximity to our clients, you'll also be responsible for capturing success stories of the cool stuff they're doing. This will probably include interviewing them and creating mini case studies that show what they accomplished and how they did it.
- **CLIENT COLLABORATION:** It's inevitable that as you interact with and help our clients you will hear about and or observe opportunities for us to add features or enhance features within our software. A critical part of your job will be to 1) be intimately aware of what our clients want us to add to our products and then 2) represent that voice of our clients when we are defining our product roadmap.

THE SKILLS

You gotta have experience in the following areas:

- Keap, ActiveCampaign, HighLevel, Zapier and other automation platforms
- Client support ticketing systems
- Engaging and interacting on social media
- Communicating and interacting in writing
- Funnels, email marketing, client journey and client experience
- Delivering live group trainings
- Recording video trainings
- Being a fast and willing learner
- Being cool to hang out with and work with (this one matters)



THE COMPENSATION

- \$60k to \$80k salary
- Group medical insurance 100% company-paid for up to employee + 1
- Group voluntary dental & vision insurance (100% employee-paid)
- 401k with matching
- 10 paid holidays per year
- 20 vacation/sick days per year

THE END

You made it to the end. If what you read above sounds like you and you want to learn a little more about us and the role, click the handy dandy link below:

<https://blog.plusthis.com/hiring-client-success-manager/>