



Job Title:
Department:
Reports To:

Customer Success Manager
Professional Services Europe
Head of PSO Europe

A. Job Description Objective

The customer success manager (CSM) is the key partner helping our valued customers achieve their strategic objectives and maximum value from their investment with LabVantage. We are looking for a true hybrid professional with customer acumen and a proven technical foundation. This role will focus on engaging our customers to create an effective strategic partnership by demonstrating adoption and technical best practices while also expanding and developing new relationships. Additionally, the CSM will serve as a guide in reducing complexity and simplifying processes by acting as the liaison between the customer and the LabVantage ecosystem, streamlining partnership with product management, engineering, professional services, education, and others.

B. Responsibilities

- Orchestrate overall relationship with assigned clients, which will include, but is not limited to, driving adoption, ensuring retention, and enabling product subscription renewals. The CSM will take full ownership of the client relationship from project closure through to renewal or next technical upgrade cycle.
- Work with clients to build customer success plans, establishing critical goals to aid the customer in achieving their objectives
- Measure and monitor customers' achievement of critical and key performance indicators, reporting both internally to the LabVantage account team and externally to customer sponsors and executives
- Establish regular cadence (weekly/monthly/quarterly) with each assigned client to review executive dashboards and program status
- Cement yourself as a trusted/strategic advisor with customers and drive continued value of our products and services
- Work cross-functionally with the LabVantage account team (account manager, SE, PS, and EDU) to find opportunities for new usage of company products
- Work to identify and/or develop upsell and cross-sell opportunities
- Advocate customer needs/issues cross-departmentally and manage customer concerns
- Assist in workshops to help demonstrate to customers the full value of LabVantage solutions and lead periodic partner meetings.
- Help craft and improve our customer-success strategies, building strong relationships with customers and collaborating with cross-functional leaders internally to deliver consistently excellent customer experiences.



- Provide quality improvement feedback to the LV Quality team to improve the customer experience.
- Provide clients with insight into the availability and applicability of LV new products and features
- Support the professional services team with scoping and selling follow-on and new service opportunities such as training, consulting, tools and value add products, and maintenance services
- Identify, in cooperation with the account team, the key success criteria for LabVantage deployment and drive customer happiness
- Act as the LabVantage liaison for technical inquiries, issues, or escalations; includes working with support, product management, or other teams as needed to create solution roadmaps. Coordinate regular product roadmap meetings.
- Communicate effectively with both internal and external senior managers to better understand customer needs, maximize retention and growth, and share learnings.
- Maintain existing customer-success metrics and data as directed.
- Maintain current functional and technical knowledge of the LabVantage platform and future products
- Establish clear client retention goals, keeping churn rates low.
- Define customer journey maps for each account, determine how it's supported, and use a consultative approach to help clients overcome issues and achieve their goals.
- Facilitate interaction and workflow among project team members, including third-party service providers, to ensure timely deliverables.
- Prepare documentation or visuals of campaign performance for client; analyze trends in customer sentiment scores to identify areas for improvement.
- Work with sales and marketing teams to boost customer referrals and develop case studies.
- Close upsell opportunities with their customers.

The CSM will have target KPI's for \$ revenue upsell, NPS, referenceable clients, and customer churn rate. The CSM team will be expected to also build/procure/maintain a customer advocate database for managing reference accounts and promoters.

The ideal candidate is passionate about using analytical skills to identify problems, find solutions, and improve relationships. To succeed in this role, the candidate should have relevant sales, customer relationship management, or business development experience in the LIMS/eLN/LES industry.

Compensation for this role will consist of the following components: basic salary, commission for services sales bookings, and other benefits.



Required skills and qualifications

- Three to five years of experience with direct customer advocacy and engagement experience in post-sales or professional services functions, account management, or customer success management
- Certified as a CSM is advantageous, but training & certification will be provided if gaps exist.
- Knowledge of LabVantage LIMS is desirable, but training will be provided if product knowledge gaps exist.
- Bachelor's degree or equivalent in a scientific discipline
- Since this role is essential to LabVantage's customer success initiative, you will have a rich history of growing customer happiness, adoption, and retention.
- Exceptional ability to communicate and foster positive business relationships.
- Strong skills in verbal and written communications, strategic planning, accountability, and personal organization
- Analytical and process-oriented mindset
- Ability to work effectively across multiple departments in a deadline-driven environment.
- Active team player, self-starter, and multitasker who can quickly adjust priorities.
- Confirmed ability to drive continuous product value.
- Experience developing product use cases with customers.
- Thrives in a multitasking environment and can adjust priorities on the fly.
- Has the ability to focus on details and be analytical
- Good technical and problem-solving skills, coupled with the ability to provide quick resolutions to problems.
- Prior experience conducting workshops for customers and discussing the pros/cons of implementing various technologies and the business value.
- Experience in the enterprise and/or cloud software space
- Experience navigating and steering customer engagements to completion with a high level of customer satisfaction.
- Willingness to travel up to 40% (estimated average 25%), based on customer and business needs and the location of customers (mostly within Europe).
- Technical skills required, as they relate to the use of the product or service.
- Knowledge of Microsoft Dynamics 365 and project management tools an advantage

Please forward your resume to LVS-HR-Europe@labvantage.com