

Want to make a positive and meaningful impact? Then come be a part of iN2L. It's Never 2 Late® (iN2L) is an award-winning developer of digital engagement technology for senior living community residents, with over 2,500 installations in the United States and Canada. The company's picture-based, touchscreen interface provides easy connectivity to the Internet, including video chat and e-mail, regardless of users' physical and cognitive abilities. Additionally, iN2L's media library offers more than 4,000 social, educational and spiritual content options, as well as games developed specifically for individuals with cognitive challenges. Residents can realize the full benefits of interactive technology while reducing isolation, increasing cognitive stimulation and enhancing independence. We bring the world to seniors.

For more information about iN2L, visit www.in2l.com. Access case studies, research, testimonials, and our blog on our Ideas & Insights page. Follow us on Facebook, Twitter and LinkedIn.

Job description:

The Customer Success Manager (CSM) works directly with a group of iN2L customers to ensure they are successfully implemented and retained through achieving an ongoing return on their investment in iN2L solutions. Internally the Customer Success Manager works with iN2L Product Development, Sales, Support, Marketing and Customer Success (CS) on behalf of the customer. This role entails consulting with the customer to determine how the iN2L solutions can meet their needs, leveraging product knowledge and an in-depth understanding of each customer's business environment including organization, people, goals, and desired outcomes. This position reports to the Vice President of Customer Success. The Company is based in Centennial, CO. Candidate can be based in Denver, Phoenix, Dallas or Southern California.

Responsibilities:

- Onboard customers and drive the initial implementation and on-site training while effectively managing customer expectations
- Drive adoption and optimization of the iN2L product within the customer base
- Set processes and practices in place to ensure customer success metrics are reached annually
- Serve as a customer advocate while effectively collaborating with internal, cross-functional teams including Product Development, Sales, Marketing, and Finance
- Develop methods of account management that allow for continuous improvement in customer satisfaction and retention rates
- Build strong customer relationships from the user level to the executive sponsor
- Assist in identifying opportunities for revenue growth
- Act as an escalation point for customer issues

Qualifications:

- B.S. or B.A degree
- Proven consulting, and/or customer service/support skills
- Strong oral, written, and presentation skills
- Ability to organize people and time effectively
- Prior experience as a Customer Success Manager, account management experience and/or onboarding/implementing customers company is a plus
- Recreational Therapist Certification is a plus
- Experience in senior living industry and dementia-based activities highly desired
- Experience working with seniors, program creation, and training or education background.
- Ability to travel up to 50%