

# United States Jobs Expertini®

## Customer Success Engagement Manager (USA)

[Apply Now](#)

Company: tyfonecom

Location: Portland

Category: other-general

This is a remote position. Tyfone is looking for an experienced and strategic-minded individual for the role of Senior Customer Success Engagement Manager in our expanding Customer Success team. As a Customer Success Engagement Manager, you will manage our most valuable client relationships. This includes ensuring their success and promoting the adoption of our products and services. Your extensive industry knowledge, excellent communication skills, and established record in customer success will be key in forming our client engagement strategy and building lasting partnerships. This role is crucial in shaping the customer success landscape at Tyfone, reporting directly to the Director of Customer Success. You will be essential in setting and driving best practices, as well as supervising the growth, coaching, and recruitment of team members. In close collaboration with our key clients, you will play a central role in maximizing the value they get from our solutions. In addition, you will participate in creating User Groups, escalating critical support tickets, managing client relationship risk, producing informative reports, collecting client feedback for enhancements, and tracking progress on areas for improvement. Your role will also involve smooth collaboration with other departments to ensure a unified approach to implementation and support that consistently delivers outstanding results for our clients.

**Requirements Role & Responsibilities (Including but not limited to):** The ideal candidate should demonstrate a high level of urgency, have a passion for learning new technologies, be comfortable taking calculated risks, show a sense of ownership over outcomes, and thrive in a collaborative and fast-paced environment. Strategic Client Relationship Management: Act as the main contact for a portfolio of high-value clients. Build deep and trusted

relationships by understanding their business goals and aligning our solutions to meet their evolving needs. **Client Engagement Strategy:** Create and implement tailored engagement strategies for each client to ensure their continued satisfaction, retention, and growth. Work with cross-functional teams to execute these strategies. **Executive Communication:** Establish credibility with client executives and senior leadership through effective communication and regular updates. Present insights, value propositions, and strategic recommendations to facilitate client success. **Customer Onboarding Excellence:** Manage the onboarding process for new clients, ensuring a smooth and comprehensive transition to our solutions. Provide guidance, coordinate internal teams, and set clear expectations for client success. **Data-Driven Insights:** Use data analysis to gain insights into client usage patterns, challenges, and opportunities. Convert these insights into actionable recommendations for both clients and internal teams. **Escalation Management:** Handle complex client issues and escalations, demonstrating strong problem-solving skills, empathy, and a dedication to resolving challenges effectively. **Mentorship and Leadership:** Guide and mentor junior members of the Customer Success team. Share best practices and industry insights, and contribute to the teams overall professional development. **Renewals and Expansion:** Work closely with the sales team to ensure smooth contract renewals. Identify upsell opportunities based on a deep understanding of clients business objectives and product usage.

**Qualifications & Skills:** Bachelors degree in Business, Management, or a related field; an advanced degree is a plus. 8+ years of progressive experience in customer success or account management, with a demonstrated track record of managing high-value clients successfully. Extensive knowledge of the Fintech industry, market trends, and best practices in customer success and account management. Exceptional interpersonal, communication, and presentation skills; able to interact effectively at all levels within client organizations. Strong analytical skills; comfortable with data analysis and deriving insights for strategic decision-making. Proven ability to manage complex situations, prioritize tasks, and drive results in a dynamic, fast-paced environment. Leadership qualities with the ability to guide and mentor junior team members. Proficiency in Salesforce, and project management tools such as Wrike, JIRA, and the Microsoft Office Suite.

**Benefits:** Competitive salary  
Comprehensive benefits package including health, dental, and 401(k)  
Dynamic work environment with passionate, driven colleagues  
Opportunity to shape the future of digital banking and payments on a global scale. Tyfone is an equal opportunity employer. We encourage candidates from diverse backgrounds to apply.

7-10 years

[Apply Now](#)

#### Cross References and Citations:

1. **Customer Success Engagement Manager (USA) Latinamericajobscentral Jobs Portland Latinamericajobscentral** [↗](#)
2. **Customer Success Engagement Manager (USA) Bangladeshjobs Jobs Portland Bangladeshjobs** [↗](#)
3. **Customer Success Engagement Manager (USA) Searchcanadajobs Jobs Portland Searchcanadajobs** [↗](#)
4. **Customer Success Engagement Manager (USA) SearchaustralianjobsJobs Portland Searchaustralianjobs**[↗](#)
5. **Customer Success Engagement Manager (USA) Automobilejobs Jobs Portland Automobilejobs** [↗](#)
6. **Customer Success Engagement Manager (USA) TruckjobsnearmeJobs Portland Truckjobsnearme**[↗](#)
7. **Customer Success Engagement Manager (USA) Nzjobs Jobs Portland Nzjobs** [↗](#)
8. **Customer Success Engagement Manager (USA) Iexpertini Jobs Portland Iexpertini** [↗](#)
9. **Customer Success Engagement Manager (USA) Searchcanadajobs Jobs Portland Searchcanadajobs** [↗](#)
10. **Customer Success Engagement Manager(USA) InstallationjobsJobs Portland Installationjobs**[↗](#)
11. **Customer Success Engagement Manager(USA) SearchaustralianjobsJobs Portland Searchaustralianjobs**[↗](#)
12. **Customer Success Engagement Manager(USA) Baghdadjobs Jobs Portland Baghdadjobs** [↗](#)
13. **Customer Success Engagement Manager(USA) Marketingjobs Jobs Portland Marketingjobs** [↗](#)

14. **Customer Success Engagement Manager(USA) Securityguardjobs Jobs Portland Securityguardjobs ↗**
15. **Customer Success Engagement Manager(USA) Healthybird Jobs Portland Healthybird**
16. **Customer Success Engagement Manager(USA) Videoplatformjoblistings Jobs PortlandVideoplatformjoblistings ↗**
17. **Customer Success Engagement Manager(USA) MoroccojobsJobs Portland Moroccojobs↗**
18. **Customer Success Engagement Manager(USA) ProgrammingjobsnearmeJobs PortlandProgrammingjobsnearme↗**
19. **Customer success engagement manager (usa) Jobs Portland ↗**
20. **AMP Version of Customer success engagement manager (usa) ↗**
21. **Customer success engagement manager (usa) Portland Jobs ↗**
22. **Customer success engagement manager (usa) JobsPortland ↗**
23. **Customer success engagement manager (usa) Job Search ↗**
24. **Customer success engagement manager (usa) Search ↗**
25. **Customer success engagement manager (usa) Find Jobs ↗**

Source<https://us.expertini.com/jobs/job/customer-success-engagement-manager-usa--portland-tyfonecom-6871410000/>

Generated on: 2024-05-03 by [Expertini.Com](https://us.expertini.com)