

United States Jobs Expertini®

Customer Success Manager (Enterprise & Mid-Market)

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Company: Tubular Labs

Location: United States

Category: other-general

Tubular Labs is a collective of left + right-brained thinkers, the data-gurus and trends-obsessed, who help our clients shape culture through social video. We build technology that unlocks unprecedented insights across social video audiences and platforms, creating unrivaled knowledge for brands, creators, and media companies.

This Customer Success Manager will own the end-to-end customer lifecycle from initial kickoff to renewal for Tubular's Enterprise & Mid-Market customers, ensuring Tubular is a must-have solution in their analytics stack. Your customer base will include leading media companies, top brands, and transformational tech platforms.

This role is an excellent opportunity for someone with 3 - 5 years of relevant, client-facing experience to join a dynamic company and work directly with leaders in marketing, content creation, data analysis and more.

What will you do?

Build Relationships Establish and nurture multilayered relationships throughout client

engagement. Identify key stakeholders and develop internal champions

Partner Strategically Become the client's day-to-day strategic advisor who understands

client challenges and can suggest novel ways to leverage Tubular's insights to solve these challenges

Drive Adoption Drive adoption and usage of new products and features across multiple

business units, teams, and markets. Surface new growth opportunities

Deliver Value Build a deep understanding of customer's business objectives. Be able to deliver on
██████████ate the value Tubular brings to their teams

Ensure Retention Course correct when you identify risks ahead of renewal, then manage
██████████, ██████████n and contracting process for existing business.

Win as a team Work cross-functionally with Sales and Professional services as part of a
██████████ team. Identify and share best practices with the global Customer Success
organization

Who you are and what makes you qualified:

- 3-5 years of client facing experience working with enterprise customers in the digital video, social media, martech or measurement/analytics space
- Empathy for customers and passion for business outcomes and revenue growth
- Previous experience proving value as part of sales or renewal processes, ideally with SaaS contracts with VP-level and above business owners
- Strong written and verbal communication skills and an ability to build rapport with stakeholders of diverse backgrounds and skill sets
- Excellent organizational skills and experience prioritizing effectively in a fast-paced environment

What do we offer?

Exposure to the the leading media conglomerates, social platforms

Competitive compensation and equity

A 401(k) plan to help you prepare for your future

Flexible PTO

Free health insurance plans, dental and vision packages to fit your needs to ensure you're happy and healthy

Flexible work environment (we have teams across the US, Singapore, & the UK)

What do we care about?

1. Diversity and belonging

We are committed to creating an inclusive and diverse Tubular team. We believe that

different perspectives lead to better ideas and more creative solutions that allow us to better understand the needs and interests of our diverse, global community. We welcome people of different backgrounds, experiences, abilities, and perspectives and are an equal opportunity employer.

2. Flexibility

Tubies can choose what works best for them: work in one of our offices, be fully remote, or the best of both worlds! We believe in a flexible working environment to allow everyone to perform at their best while ensuring a healthy work-life balance. We have recently implemented Healthy Mind Days, so once a month, for half a day all Tubies turn off their computers to focus on wellbeing. On top of that, our benefits are top-notch, including a free Headspace account, stipend to set up an ergonomic office at home, and many more.

3. A culture like no other

At Tubular, we like to think that our culture is like no other. Our people are hungry to learn, grow, and help one another. That means no ego, a lot of humility, empathy, and a genuine effort to make an impact. Leaders at Tubular want to hear from their teams, encourage innovation, and ideate at every level. We believe openness and transparency is the only way to get things done. It's how we make extraordinary things happen together.

At Tubular, people are everything.

Why choose Tubular?

Tubular is riding the tsunami of digital video. Smartphones, social media, and new streaming apps are revolutionizing media and entertainment. Viewers have never had so much great content to choose from, from so many diverse creators available to watch in so many ways. Tubular is the worldwide leader in social video intelligence. We serve the world's greatest media companies and brands, including top movie studios & TV networks, leading technology companies, and the creme of digital-first publishers. We are a team of tech-savvy media enthusiasts. We offer a fast-paced environment with an opportunity to make a real impact on your career, on our company, and the global media industry. With a highly engaged client base, we offer an insider's view on the rise of the new generation of entertainment.

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