

## Enterprise Customer Success Manager (San Francisco, California - Customer Success)

### \*\*Role overview\*\*

Ivo's enterprise customers rely on our AI-native contract management platform. The Enterprise Customer Success Manager is responsible for ensuring these customers achieve maximum value from their subscriptions. You will onboard new accounts, serve as the main point of contact and "quarterback" for assigned accounts, provide training and success planning, and advocate for customers internally.

### \*\*Key responsibilities\*\*

- \* Lead customer onboarding and establish success plans tailored to each customer's goals.
- \* Act as the primary contact for customer inquiries and resolve issues promptly.
- \* Own a portfolio of accounts, driving long-term retention and satisfaction.
- \* Deliver product demos and training sessions to ensure customers become experts in Ivo's solutions.
- \* Develop support articles, best-practice guides and conduct regular business reviews.
- \* Create and implement recovery plans and success plans to secure renewals and upsells.
- \* Build trusted advisor relationships across customer organizations and advocate for them internally.
- \* Drive usage and adoption of the platform and capture the "voice of the customer."

### \*\*Qualifications\*\*

- \* 3-6 years of experience in SaaS customer success or account management; legal tech is a plus.
- \* Proven track record working with mid-market or enterprise customers.
- \* Exceptional communication and interpersonal skills.
- \* Understanding of retention planning and value-based selling.
- \* Bias towards action, "relentlessly resourceful" mindset and a sense of urgency.

### \*\*Compensation & benefits\*\*

- \* Salary range: roughly USD \$150 K - \$170 K (plus equity).
- \* Relocation and visa support for moves to San Francisco.
- \* Comprehensive medical, dental and vision plans.
- \* Unlimited paid time off and generous on-site perks (downtown office, snacks, exercise space, team events).
- \* In-office role; remote work is not offered.