



ParentPowered is hiring a Partner Success Manager (Contractor)

About ParentPowered PBC

ParentPowered PBC is the leading digital family engagement provider for schools, districts, and community organizations serving families from birth through high school. We make family engagement easy for all, with evidence-based programs that reach parents and caregivers wherever they are with just-right ways to support their child's learning and development.

The ParentPowered approach fosters positive relationships between caregivers, children, and schools to improve student outcomes. Founded in 2016, we have partnered with over a thousand educational institutions to serve over one million families across all 50 states, Canada, Mexico, and the U.S. Virgin Islands.

Title

Partner Success Manager

Location

Remote

Schedule

April 2024 - September 2024

Position Overview

Reporting to the Director of Partner Success, a Partner Success Manager will be charged with managing a portfolio of partners throughout the country and play a key role in ensuring partner satisfaction.

As a Partner Success Manager, you will own the customer experience. Your core mission is to serve as a trusted advisor, deliver on customer needs, and focus on mutual growth for our customers and ParentPowered. Taking over the relationship from the Sales team, you'll ensure a quick and smooth onboarding process for each customer, maintain exceptional relationships with customers after onboarding, and work with customers to grow the ways in which they use ParentPowered's products. You'll work to ensure happiness, success, and a strong feedback loop with internal teams to ensure that we continue building and delivering an amazing experience for our customers. You'll be the primary point of contact for the customer throughout their lifecycle.

ParentPowered PBC is an equal-opportunity employer. The majority of families we serve come from economically disadvantaged communities. Women, minorities, individuals with disabilities, veterans, and individuals who share the backgrounds of the families that we serve are strongly encouraged to apply.

Key Responsibilities:

- Build customer relationships that promote trust, loyalty, and growth
- Become an expert in our products, services, onboarding, and customer care standard operating procedures (SOPs)
- Guide customers through the onboarding process quickly and smoothly
- Post-onboarding, provide exceptional customer care per the customer success lifecycle and associated playbooks, driving high levels of customer satisfaction
- Lead onboarding, strategy, and renewal calls as well as business review meetings to ensure clients are satisfied with our products and services
- Lead contract renewals and identify expansion opportunities
- Serve as the point person for customer issues and follow problems through to resolution, escalating them within the company as necessary
- Partner with internal departments to ensure client needs are fulfilled effectively (e.g., working closely with Product and Tech to identify and track feature requests)
- Monitor company performance against SOPs and flag potential issues (for customers in your portfolio)
- Regularly provide satisfaction, retention, expansion, and referrals data on customers in your portfolio to the Director of Partner Success to ensure that the company is meeting its customer success objectives
- Collaborate with the Partner Success team to improve the company's success procedures, policies, and standards
- Support the creation, development, and QA of Partner End of Year Impact Reports for all partners

Qualifications:

Note: we view this section as a guide, not a checklist. We encourage you to apply even if you don't satisfy every single bullet on this list.

- 2+ years of experience in a customer-facing role, such as Customer Success, Customer Support or Account Management
- Expertise managing client relationships for complex products, including customer success, onboarding, and account management experience
- Experience with leading renewal opportunities within your portfolio of customers
- Passionate about building long-lasting, trusting relationships with clients to deliver high levels of satisfaction
- Partners with the Sales team to cultivate expansion opportunities, expand network within account, and support renewal efforts when needed
- An ability to understand customer needs and provide a vision for how ParentPowered solves customer problems as well as an ability to understand technical concepts and workflows and explain them to non-technical users
- Cross-functional experience, identify and communicate key learnings to internal stakeholders to support iteration and improvement
- Exceptional interpersonal skills and communication skills (written and oral)
- Technical aptitude and strong analytical skills to monitor, report on, and measure customer performance and analyze trends and needs within your portfolio



Desired Qualifications/Experience

- Competency with CRM (i.e. HubSpot, Salesforce)
- Experience in EdTech, Early Childhood Education, and/or K-12
- Applied experience and knowledge in customer success

To Apply

We offer a dynamic and flexible work environment with highly energetic, friendly, and inquisitive team members, as well as competitive compensation, bonus/commission potential, equity in the company, and full health, dental, and vision benefits. There are also significant professional growth opportunities.

If you're interested in working to make a positive difference in the lives of millions of families, please send your **resume and a cover letter** to jobs@parentpowered.com. In your cover letter please highlight with examples why the Partner Success Manager at ParentPowered is the right job for you.