



Customer Success Manager

Are you looking for a unique opportunity to grow with a manufacturing technology start-up? Are you a builder – able to work autonomously but also enjoy collaborating with a diverse and technical team? Do you excel at building trusted customer relationships AND thrive on finding ways to help them solve challenging issues on the path to the smart factory?

If that any-or-all of this gets you excited, then you might be our next Eigeneer!

Eigen Innovations helps leading, global manufacturers realize massive savings and reduce waste from their processes through our industrial vision solution for the smart factory.

The successful candidate will work closely with all functions at Eigen including Delivery, Engineering, Sales, Product & Marketing team members and will report to the VP of Customer Solutions. This is a remote position, with preference to candidates in the Eastern or Atlantic time zones.

The ideal candidate will possess the following skills and experience:

- Passionate about identifying critical problems for Industrial Manufacturers and helping the Eigen team solve those problems as quickly as possible
- Experience working in a "roll-up your sleeves" environment
- Strong analytical skills as a critical thinker with the ability to translate data into insights
- Exceptional communication skills and highly organized, collaborative and detail oriented
- Results-driven, with a bias for speed and action
- Experience building and maintaining relationships, while working to mitigate churn and drive engagement and expansion

Responsibilities

- Collaborate with Eigen's delivery and engineering teams to deploy vision solutions for our targeted customers across multiple manufacturing verticals
- Prepare proposals, projected ROI's, statements of work and quotes for new customers
- Primary contact for new customers, enabling onboarding and roll-out of Eigen's solution
- Organize and lead customer facing meetings throughout client engagements

- Work with the Marketing team in the design of customer facing documentation
- Proactively communicate with customers on an ongoing basis. Specifically, you will:
 - Communicate actual ROI vs target, throughout the customer lifecycle
 - Provide ongoing insights to customers to ensure that they get the most out of the platform with the aim of helping grow our customer base
- Analyze customer health metrics, organizing resources across the Eigen to support
- Maintain a deep understanding of the product and communicate with customers about the most relevant features/functionality for their specific business needs
- Collaborate closely with business development to support new customer onboarding, current customer renewals and expansion opportunities
- Work with Marketing to Identify opportunities for customers to act as Eigen advocates (e.g. testimonials, case studies)

What you're bringing to the role...

- Experience in customer success, project management and/or in B2B consulting
- Background in or familiar with industrial manufacturing and engineering
- Passion for technology and a desire to learn about advanced solutions within manufacturing environments
- Ability to maintain relationships and deliver results while working remotely
- Experience with juggling multiple projects at the same time and preparing proposals
- Willingness to travel in support of customer meetings at factories throughout NA / EU
- Fluent in English with the ability to communicate in a second language (French, Spanish, German, or Japanese) would be an asset

Here are a few of the perks we offer...

- Health benefits plan
- Freedom and flexibility in work-life balance
- Clear career progression plans & learning allowance
- Paid Parental Leave
- A values-driven workplace and strong founding culture

Don't check all the boxes but have knowledge/experience with industrial manufacturing solutions? We'd like to hear from you.

For more information or to submit your application, contact careers@eigen.io.