

# ONETABLE // Customer Success Manager

**About Private Label Powered by OneTable:** With Private Label, we, at OneTable, are customizing our technology and offering our expertise in the field to help organizations and their members communicate, engage members, and grow.

The market-leading OneTable platform found quick success — engaging more than 170,000 unique participants across 450 cities — while fostering meaningful connections and a sense of belonging among members that keeps them coming back again and again. OneTable is nimble by design and continues to pivot. We have accelerated our work cultivating new product concepts and forming entrepreneurial collaborations with other nonprofits who have relevant missions beyond our target demographic and created a Private Label product. Now,

## **JOB DESCRIPTION:**

The Customer Success Manager is a temporary full-time position to support this emergent program as we continue to iterate. This position is approved through December 31, 2021 and will be re-evaluated based on the progress and success of the Private Label program. The person in this role will manage all aspects of Private Label's involvement with the client account(s) assigned and serves as a liaison between the client and the Private Label team. The role includes dynamic relationships with clients, the product and support teams as well as administrative tasks.

Customer Success Manager will contribute to OneTable's mission by:

1. Developing long lasting relationships with key clients in the nonprofit and for profit sectors
2. Motivating growth in various communities outside of OneTable's target populations
3. Managing all administrative functions, including regularly updating OneTable CRM
4. Representing Private Label in client community

## **Specific responsibilities include:**

### **Direct Support for Assigned Private Label Client (70%)**

- Develop meaningful and strong relationships with customers, building connections and gaining trust.
- Developing strong strategic plan with client and team for community engagement and growth through the peer to peer lens (you will be trained on OneTable engagement strategy and methods)
- Ability to use critical thinking to understand business needs and OneTable offerings to make recommendations to stakeholders for how to move forward
- Resolve time sensitive and high-pressure queries
- Manage customer expectations
- Collect product feedback from customers and share it with the relevant teams, managing communication of the request through to completion and communicating product changes to the customer, add-on features and renewals
- Manage upsell process as well as renewal,

### **Administrative / Internal (30%)**

- Track progress, run reports and analyze data in our Salesforce CRM (you will be trained in Salesforce)

- Collaborate with OneTable cross functional team to engage in new strategies to reach organizational goals

#### **Key Attributes/Skill Set (Must Have):**

- **You are self-driven and determined** and able to reach goals. You are ambitious, able to pivot and think creatively on the spot.
- **You are a community builder with proven results** who thrives from strategizing and out-of-the box thinking to make communities stronger and greater.
- **You are passionate about** peer to peer engagement and creating mind shifts at traditional organizations
- **You are a well-organized multi-tasker** who thrives in a fast-paced, bias-towards-action environment.
- **You are great at client presentations**, have excellent written communication skills and are also a great listener.
- **You are a dynamic team player** expected to prototype ideas and iterate quickly
- **You appreciate the importance of data** and are familiar with customer database management software (we use Salesforce) or have an interest in learning more. Our administrative motto "if it isn't in Salesforce, it didn't happen" is real.
- **You have experience making data driven decisions** or have an interest in learning and doing the necessary data analysis required
- **You are computer literate** and are able to quickly pick up new technology

#### **Helpful to have:**

- **You are comfortable working independently** while simultaneously recognizing that you are **part of a national organization** with an infrastructure in place to support and guide your work.
- **You are an experienced account manager** who has managed small to enterprise accounts
- **You have proven record engaging and growing a community**
- **You have experience working with or at Hillel International**

#### **Benefits Package:**

The salary for this position is \$50,000 annually with benefits.

All employees are offered a full benefits package including:

- Health vision insurance - medical, dental and vision insurance currently through Aetna; OneTable pays 85% of the healthcare premium for each employee and 50% of the premium for dependents
- Paid time off, including all Jewish holidays
- Pre-tax commuter benefits, flexible spending account, short and long-term disability and life insurance
- Additional support during COVID-19: monthly check-in surveys, staff happy hour trivia, check-out time during busy weeks, half-day Fridays once a month, etc.

**Location:** *\*Currently, due to the COVID-19 crisis, the OneTable team is working completely remotely - resources to set up a home office will be provided\*.*

**Start Date:** as soon as possible

**To Apply:**

[Click](http://www.onetable.org/careers-apply) to fill out our online application: [www.onetable.org/careers-apply](http://www.onetable.org/careers-apply)

Questions? Email [careers@onetable.org](mailto:careers@onetable.org)

**Application Process:**

- Review of applications will begin immediately and continue on a rolling basis until the position is filled.
- Submission of Cover Letter outlining your interest in OneTable and how your qualifications match the job description and Resume
- Applicants that move forward to the first round screening will have an interview with a member of OneTable's team
- Applicants that move forward after the written task will interview with the 1 - 2 additional staff members, possibly in group interviews
- There may be additional conversations with colleagues with whom they would be working with.

**Equal Opportunity Employer:**

We deeply value the diversity of insight, perspective, and experience brought by people from backgrounds typically underrepresented in Jewish institutions. This includes Black, Latinx, and Asian people, Black Jews, Jews of Color, Sephardi and Mizrahi Jews, lesbian, gay, bisexual, trans, and gender non-conforming people, and people with disabilities. We also welcome applications from people of diverse religious, spiritual, and cultural backgrounds.

The organization provides equal employment opportunities to all applicants and employees without regard to race, color, religion, gender, sexual orientation, gender expression, age, alienage or citizenship status, creed, genetic predisposition or carrier status, national origin, disability condition, marital status, status as a disabled or Vietnam era veteran, or any other protected characteristic as established by law. In addition, the organization affirmatively seeks to advance the principles of equal employment opportunity as it applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination, and all other terms and conditions of employment.