

Customer Success Manager

Job Summary

We're looking for a proactive, customer-centric **Customer Success Manager (CSM)** to join our growing CSM team at Spur, a fast-paced SaaS cybersecurity company. In this role, you'll be the primary point of contact for customers post-sale, ensuring they achieve their goals using our platform. You will manage the entire customer lifecycle—from onboarding and adoption, through renewal and expansion. This a full-time, remote role.

You'll work closely with Sales, Product, and Support to drive long-term customer satisfaction, engagement, and retention, while identifying opportunities for upsells and cross-sells that add value to both the customer and the company.

Key Responsibilities

- **Customer Relationship Management:**
Build strong, trusted relationships with key stakeholders at customer organizations. Serve as the main point of contact for strategic customers.
- **Onboarding & Enablement:**
Guide new customers through implementation and onboarding to ensure a smooth transition and fast time-to-value.
- **Adoption & Value Realization:**
Drive product adoption and usage by aligning the Spur solution with the customer's cybersecurity goals and needs.
- **Renewals Management:**
Own and manage the renewal process for your portfolio of accounts, ensuring high renewal rates through ongoing value delivery.
- **Expansion & Upsells:**
Identify opportunities for growth within accounts, including upsell and cross-sell opportunities.
- **Customer Advocacy:**
Act as the voice of the customer internally, collaborating with Product and Engineering teams to prioritize feature requests and resolve pain points.
- **Health Monitoring & Reporting:**
Monitor customer health and engagement metrics. Proactively manage risk and address churn indicators before they become issues.

- **Customer Education:**
Assist in the delivery of training and best practices to help customers fully leverage the platform. Support webinars, QBRs, and success planning.

Key Qualifications

- 3–5+ years in a Customer Success, Account Management, or similar role within a B2B SaaS environment (cybersecurity experience preferred).
- Proven track record managing customer relationships, renewals, and upsell/expansion opportunities.
- Deep understanding of the SaaS customer lifecycle, with experience driving product adoption and customer outcomes.
- Excellent communication, presentation, and interpersonal skills.
- Ability to manage multiple accounts and priorities in a fast-paced environment.
- Data-driven mindset with experience using CRM and customer success platforms.
- Knowledge of cybersecurity technologies.
- Strong problem-solving skills and a proactive approach to customer challenges.
- A fast-moving, collaborative, and supportive team environment.

Core Competencies

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access)
- Data entry and reporting
- Calendar and email management
- Project coordination
- Document and presentation design
- Customer and vendor communication

To apply for this position, please submit your resume to careers@spur.us.