



Send us your cover letter and résumé to jobs@reconstructinc.com

Customer Success Manager

Success Team Manager

DESCRIPTION

Customers are the most valuable asset of Reconstruct. They are the main source of inspiration and requirements of what we develop and provide to the market every day. Our life revolves around customers. We measure the happiness of our customers on an ongoing basis which is a success metric for this role and to identify opportunities for sales and risks for churn.

RESPONSIBILITIES

1. Customer onboarding: work hand in hand with sales during the final stage of the sales journey to ensure the best user experience when setting up the first project in Reconstruct.
2. Periodic health checks: actively stay in touch with your customers at least on a weekly basis to support them in using Reconstruct, to remove any obstacles that might be in their way during their use of our solution on their project.
3. Account Escalation: act immediately on any alerts, red flags from the customer or on poor health of the project and create remedy strategies with piers and management.
4. Campaigns and Renewals: work closely with Sales and Marketing to identify opportunities for campaigns as well as to identify opportunities to grow our footprint within customer accounts.
5. Customer advocacy: be the voice of the customer within Reconstruct. As you interact with customers on a daily basis, you understand their workflows, toolsets, solutions, and pains.

QUALIFICATIONS

- Bachelor's degree in an Engineering field
- 3 years of experience in customer-facing role
- Enjoy talking to customers and addressing their needs and questions
- Self-starter, problem solver, can-do attitude
- Strong communicator, internally and externally to customers
- Experience with construction technology such as BIM, 4D and construction scheduling
- Experience with any of the most popular brand-name customer support software a plus