



## Customer Success Manager

### Who We Are.

B3 is a team focused on bringing data and analytics to support decision making at the nexus of water, land and people. We deliver water intelligence through an intuitive web-based data analysis platform to oil and gas and other industries focused on water management. B3 is a full-stack data company from our proprietary data collection platform to our extensive data management processes and our built-from-the-ground-up platform.

B3 team members are passionate, caring, driven, innovative, curious, unique and friendly. We are passionate about our work and the people we work with. We work side-by-side with our customers to provide information for superior decision making and quality data to analyze in minutes!

### The Role.

This role engages with our enterprise customers to further drive B3's adoption, demonstrate ongoing value, and help identify opportunities for B3 to grow its user footprint among existing customers. This critical function is responsible for onboarding new customers, providing customer support, driving ongoing customer engagement with the B3 platform and subject matter, and managing renewals. S/he will understand customer desired outcomes and success metrics through ongoing collection and analysis of user feedback and data, and use this knowledge to drive onboarding and retention strategies. This role is highly collaborative with the Product, Marketing, and Sales teams as insight into customer feedback and outcomes will feed into B3's product road map. Additionally, this role will act as a passive lead generation channel for our sales organization.

### Your toolkit:

- Maintain a cadence of communicating with customers about B3 features and high-value content, adoption trends, their ongoing needs and sentiment, and mining opportunities for deeper engagement and as a means to receive customer referrals
- Identify opportunities for customers to act as B3 advocates (e.g., testimonials, case studies)
- Collaborate closely with the Sales team to support customers, renewals, and growth opportunities
- Marshall resources across the company as needed to support customers' needs
- Gauge customers' levels of engagement with B3 and provide feedback to the Product team regarding product improvements
- Provide insights to customers to ensure that they get the most out of the platform with the aim of helping grow the customer base and constantly demonstrate B3's value proposition.
- Understand customer outcomes and measures of success by communicating with customers, analyzing customer metrics, run Net Promoter Score (NPS), and summarize for B3's leadership team

### Qualifications/Skills.

- Bachelor's degree in Business or related major
- 3+ years in a Customer Success, Relationship Management, Account Management, or similar role
- Experience working with enterprise customers
- Exceptional communication skills, highly organized, collaborative and detail oriented
- Experience building and maintaining relationships, while working to mitigate churn and drive engagement and renewals
- Empathetic, positive attitude with a desire to help our customers reach their goals and advocate for them within B3