

## Customer Success Manager (EMEA)

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Company: Red Bud Regional Hospital

Location: Netherlands

Category: office-and-administrative-support

### ABOUT THE JOB

As a Customer Success Manager (CSM) you are at the center of our mission statement to make every customer a reference and success. In this role, you will manage a portfolio of around 35 customers across the Benelux region. You will be responsible for the day-to-day customer success activities spanning from the last phase of the sales cycle, initial onboarding to continued proactive engagement and driving expansion and retention. You will operate as the customer's primary advocate within OneStream. You understand your customers' desired business outcomes and help the customer maximize the value they get from their investment in OneStream.

This position will mainly cover customers in the Netherlands, as well as 1-2 other EMEA locations.

### PRIMARY DUTIES AND RESPONSIBILITIES

#### Managing your portfolio of customers:

Partner with sales to complete a comprehensive sales transition process.

Operate as a business partner to your customer and their delivery team by knowing their strategy and plan.

Primary ownership and accountability for driving your customer's adoption, expansion, satisfaction, and renewal.

Understand customer's OneStream contractual agreements (Cloud/SaaS, Term, etc.).

Understand customer's contractual agreements with their delivery team whether it is with a Partner or with OneStream Services (Scope, Timeline, staffing).

Manage and execute the customer's onboarding process.

Develop strong working relationship with your customer and their delivery team.

Establish and execute cadence-based "Business Review" meetings with your customer.

Identify and mitigate risks that threaten your customer's satisfaction, growth, or renewal.

Align with Customer Success leadership on regional metrics.

Develop and grow your knowledge of OneStream's Platform and MarketPlace Solutions and share that knowledge with customers.

Promote awareness of Regional OneStream Communities and customer educational events.

Keep management informed of progress and obstacles on your portfolio of customers.

### **Customer Advocacy**

Learn and understand what customers value in their partnership with OneStream.

Actively listen to customers and help them understand how they can get the most value from their investment in OneStream.

Champion your customer's requests by collaborating with the Customer, their delivery team and various OneStream departments (Customer Support, Cloud, Technical SME's, Product Mgmt. etc.).

When necessary, be the respectful challenger to set and manage your customer's expectations.

### **QUALITIES OF A SUCCESSFUL CANDIDATE**

#### **REQUIRED EDUCATION AND EXPERIENCE**

Experience as a Customer Success Manager within a SaaS company.

5+ years of professional experience.

3+ years building and managing customer relationships.

Conceptual understanding of the following finance processes: Financial Close, Planning, Budgeting, Forecasting, Management Reporting.

## **PREFERRED EDUCATION AND EXPERIENCE**

Degree in Business, Accounting, Finance, or Information Technology / MIS

Customer and account management experience

Gainsight experience

Outcome Management experience

CPM experience (either as a CSM, a consultant or as a corporate employee)

Management consulting / technology consulting experience

Prior experience with any of the following CPM systems is a plus:

OneStream

Oracle's EPM suite (HFM, FCCS, PBCS, Planning, Essbase, FDM, etc.)

Anaplan

SAP Outlooksoft BPC

SAP BOFC (Cartesis)

IBM Cognos

Or other CPM solutions

## **TRAVEL**

Must be willing and able to travel up to 50% (travel requirements will vary by customer).

## **PERSONAL ATTRIBUTES**

You love to be in front of your customers all day and every day.

You can "connect the dots"; distilling customer's need and translating into.

You have a "consider it done attitude", are on your feet quickly, by being resourceful and independent.

Outcome oriented and able to navigate strategic, tactical and operational conversations with all stakeholders within an organisation.

Excellent interpersonal and communication skills, key words: empathy, navigating challenging conversations, building and nurturing network.

Strong organizational and planning skills.

Highly self-motivated and directed.

Proven analytical, evaluative, and problem-solving abilities.

Proven history of keeping customers focused on their desired business outcomes throughout their initiatives.

Ability to operate in a demanding and fast pace environment managing simultaneous priorities.

Legally authorized to work for any company in the country where this position is located without sponsorship.

## **WHO WE ARE**

OneStream® is an independent software company backed by private equity investors.

OneStream provides an intelligent finance platform built to enable confident decision-making and maximize business impact.

## **WHY JOIN THE ONESTREAM TEAM**

Transparency around corporate structure, salary, and benefits

Core value of customer success

Variety of project work (not industry specific)

Strong culture and camaraderie

Multiple training opportunities

OneStream is an Equal Opportunity Employer

#LI-KT1 #LI-Hybrid

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