

POSITION DESCRIPTION

Customer Success Manager

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.





POSITION DESCRIPTION

Title	Customer Success Manager	Location	Various
Report to	Customer Success Partner (Lead)	Direct report(s)	None

The purpose of this role

As a Customer Success Manager, you will be responsible for managing a defined portfolio of customers, driving product adoption, satisfaction, and retention. Acting as a trusted advisor, you will support clients across their lifecycle, from post-implementation onboarding through to expansion opportunities, ensuring ReadyTech delivers value and long-term outcomes. You'll also play a key role in identifying risks, enabling product usage, and supporting continuous improvement internally and for your customers.

The key accountabilities of the role

- Achieve portfolio retention, CSAT, and growth outcomes by delivering value-aligned engagement.
- Own the customer relationship post-go-live and manage key lifecycle milestones, including onboarding, adoption, strategic reviews and maturity checkpoints.
- Proactively identify churn risks and lead initial mitigation actions, escalating where needed.
- Deliver engagement strategies aligned to ReadyTech's customer lifecycle and segmentation playbooks.
- Monitor account health, usage data, and customer sentiment to surface risks and opportunities.
- Maintain accurate records of customer engagement and account health in Salesforce.
- Partner with Product, Support, and Professional Services to deliver an exceptional customer experience.
- Contribute to internal knowledge, feedback loops, and process improvement initiatives.
- Support customer advocacy by identifying potential references, testimonials, or case studies.



The key responsibilities of the role

- Coordinate with Professional Services for smooth handover at project completion.
- Develop and execute engagement plans based on lifecycle stage, industry, and segment.
- Conduct regular check-ins, adoption reviews, and enablement sessions tailored to customer milestones and business objectives.
- Maintain detailed risk documentation and action plans when issues are identified.
- Maintain timely and accurate documentation of all customer activities, engagement history and health metrics in Salesforce.
- Collaborate cross-functionally to improve the end-to-end customer journey.
- Share learnings and feedback with the broader CS team to enhance playbooks and processes.

The ideal candidate will have these:

1. Skills	• Excellent relationship-building and communication skills. • Highly organised and capable of managing multiple priorities. • Confident facilitating conversations with various customer stakeholders. • Strong problem-solving approach with a proactive mindset. • Ability to stay calm under pressure and manage escalations effectively.
2. Knowledge	• Working knowledge of HR, Payroll, Time & Attendance, or Talent platforms. • Experience with Salesforce (or equivalent CRM systems) • Understanding of SaaS lifecycle stages and customer success metrics.
3. Experience	• 2–4+ years in Customer Success, Account Management, or similar customer-facing roles in a SaaS environment • Proven track record of meeting customer outcomes and retention goals. • Experience conducting training sessions, product walkthroughs, or strategic check-ins. • Familiarity working across internal teams to resolve customer challenges.