



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

Customer Success Manager

Remote

DESCRIPTION

Reconstruct is seeking a Customer Success Manager who has a passion for construction technology and a natural ability to directly engage with customers to join our growing customer success group. The successful candidate will be our front line to our most valuable asset of Reconstruct, our customers, ensuring happy customers from sales through product onboarding, project execution, implementation, customer expansion and renewal.

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. 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.
5. 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.

QUALIFICATIONS

- Bachelor's degree in an Engineering or Construction
- Passion for construction innovation and technology
- Self-starter, problem solver, can-do attitude
- Strong communicator, internally and externally to customers
- Enjoy talking to customers and addressing their needs and questions
- Customer success and onsite construction project experience