

## Job Description for Customer Success Manager

Converus sells lie detection systems (brand name: EyeDetect) to organizations around the world. An essential component of the Company's success is to onboard and train new customers and resellers to ensure their initial and ongoing success. The **Customer Success Manager** manages those processes.

*This position is based in Lehi, Utah. Remote working is not an option.*

### KEY DUTIES AND RESPONSIBILITIES:

- Reports to VP of operations.
- **Responsible for new Customer Onboarding**
  - Ensure customers have been appropriately trained and certified
  - Provide all pertinent documentation (user guide, welcome kit, etc.)
  - Consult with customers on their testing needs
  - Design testing flow chart and process
  - Provide information on how to obtain technical support
- **Responsible for Design and Development of Tests for Customers**
  - Explain test development process to customers
  - Recommend, design and write tests (screening vs. Diagnostic; pre-employment vs. ongoing; or direct vs. indirect interrogation tests)
  - Prepare draft tests for customers
  - Finalize tests after customer feedback given
  - Consult with customer on Base Rates of Guilt
  - Assign tests to customer account
- **Ongoing Customer Service Duties**
  - Monitor customer testing activity daily
  - On an ongoing basis, contact customers to ensure satisfaction
  - Track customer subscription license expiration dates
  - Send out reminder messages prior to expiration
  - Contact customers to ensure renewals are timely
- **Other Duties**
  - Assist other Converus personnel in quality control review of tests (Spanish)
  - Able to provide basic level 1 technical support for customers in-region
  - Escalate to level 2 issues to Converus head office personnel
  - Provide phone-based or onsite Test Proctor and Dashboard Administrator training

### SKILLS AND EXPERIENCE REQUIRED:

- Strong knowledge of Microsoft Windows operating system
- Proficiency with MS Office Suite
- Bachelor's degree or two years work-related experience
- Extremely detail-oriented
- Excellent verbal and written communication skills
- Excellent organizational and time management skills
- Ability to work under time constraints while multi-tasking
- Proactive in anticipating, trouble-shooting, and solving problems
- Strong customer service skills
- Ability to work independently with minimal supervision



- Strong listening and comprehension skills

**LOCATION:** Lehi, Utah

**AVAILABILITY:** Immediate

**COMPENSATION:**

- Full-time salaried position
- Commensurate with experience and qualifications
- Medical/dental insurance provided
- Health Savings Account (HSA) plan with funds matching

Send resume to Human Resources at [careers@converus.com](mailto:careers@converus.com).