

# CUSTOMER SUCCESS MANAGER (MATERNITY LEAVE)

As a Dataro Customer Success Manager (Maternity Leave Cover) you will be a champion for Dataro's customers and their causes, helping them raise more money and have more impact with our products. This is the perfect opportunity for an ex fundraiser with a passion for data, looking to have more impact by helping others be successful. You'll bring loads of energy, initiative and a passion for pursuing a vision.

## RESPONSIBILITIES & DUTIES

- Account management of key strategic customers
- Identify and monitor key customer health indicators, usage data, renewal dates and growth opportunities
- Working with customers and project team members, including the Dataro technical team, to ensure deliverables are on time
- Onboarding and training new Dataro customers
- Managing customer subscription renewals
- Working with the sales team to develop customer references and case studies
- Helping improve our customer success processes and documentation
- Maintaining a deep understanding of Dataro products and the fundraising industry to speak with customers about their specific business needs
- Gathering and analysing data to identify trends across customers, to identify training and value-driving opportunities, as well as retention risks
- Regular reporting to and planning with the customer success team and leadership on delivery, customer engagement/satisfaction, budgets, and capacity
- Supporting marketing – jump into other parts of the business by helping with marketing efforts, customer case studies, etc.

## COMPETENCIES & TRAITS

- Strong organisational and time management skills
- Charity fundraising experience
- Excellent communication skills
- Proactive, positive, self-starter with a passion for continual improvement

## ABOUT DATARO

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Dataro is an ethically-minded tech startup with a big vision to change the world through smarter fundraising. As a product-led company, we provide fundraisers with tech solutions to help them raise more money and deliver better returns for their fundraising activities.

Our offices are based in Sydney but we support flexible working arrangements.

We're a small team and all of our people actively contribute to our culture by sharing successes, lifting each other up, and putting our users first. We value a diverse workforce and like to have fun together as a team.

## CONTACT

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For all questions regarding the role please contact Loren Pritchard - [loren@dataro.io](mailto:loren@dataro.io)