



Customer Success Manager

Location: Remote (North America) – Pacific Time Zone Preferred

About DSI Digital

Winner of Atlanta Inno's Tech Madness Challenge and named one of Atlanta's 50 on Fire, DSI is on a path to alter the way people and technology interact. Their Manufacton product is transforming the construction industry by bringing the best of technology and manufacturing to construction. We are a pioneer in the construction technology space and provide our customers with a best-in-class production and materials management system developed specifically for prefab, offsite, and modular construction. Our cloud-based, collaborative SaaS platform provides trade contractors, modular builders, and offsite manufacturers an end-to-end (design to installation) production, materials, and installation management platform. Our solution also provides owners, general contractors, and construction managers full visibility into their offsite factories and supply chains. Manufacton delivers customized experiences via our mobile and web apps to best serve each user persona in our customers' operations.

We are looking to add your talent to our team to grow with us as we transform the construction industry through digitization and technological innovation.

We are a well-funded, rapid growth company, with competitive salary and generous benefits that are fully funded for the employee by the company. We believe that one of the keys to achieving company success is to promote an environment of collaboration that is built on respect for each other. DSI's culture is built on the principals of humility, wisdom, accountability, hard work, honesty and upstanding character, which starts at the top of the organization.

Job Description

As a Customer Success Manager (CSM), you'll be managing a handful of our enterprise customers, driving implementation and adoption of Manufacton's cloud-based solution across your portfolio.

What you'll do

Partner with our customers to deliver predictable outcomes and value throughout the customer lifecycle by:

- Understanding our customers' core business and operational challenges and identifying solutions using Manufacton's platform
- Leading a successful onboarding experience for new enterprise customers' cross-functional teams to enable them to quickly realize value from Manufacton

- Being the trusted partner for each customer on use case and product functionality
- Leading the recurring solution engagements with our enterprise customers
- Quarterbacking internal product, support, sales, and marketing resources on behalf of each customer
- Identifying the evolving needs of our customers, solving them, and/or collaborating with the Product team to prioritize necessary functionality
- Partnering with the Sales team at handoff to identify, support, accelerate and negotiate upsell and cross-sell opportunities
- Be ultimately responsible for leading your customers success and failure in the partnership.

What we're looking for

- 4+ years of experience in a customer-facing role
- Technology, construction, or manufacturing experience
- Experience with CAD, BIM, Revit, or related technologies
- Experience with cloud SaaS solutions
- Experience working with cross-functional teams (Product, Marketing, Sales, and Support)
- Great internal and external communication skills
- A collaborative team player
- Driven, self-motivated, enthusiastic and with a “can do” attitude
- Willingness to travel as needed (post Covid)

Bonus points for

- Strong knowledge of Construction, Architecture, and Engineering processes
- Construction technology expertise related to offsite, prefabrication, modular, and self-perform project delivery methods
- Manufacturing Execution Systems (MES), MRP/ERP, and supply chain experience
- Strong project management skills to build effective processes in ambiguous settings
- Ability to adapt communication to different customer roles and personas
- A passion for digitizing processes
- A related BA/BS degree

This position reports to the Vice President of Industry Solutions & Strategy

DSI considers applicants for all positions without regard to race, ethnicity, religion, creed, color, sex, gender, national origin, age, disability, veteran status, marital status, citizenship or other basis in accordance with federal, state or local laws or regulations.

All applicants will be subject to background screening and personal testing, which may include personality, communication, intelligence, skills and other relevant evaluations, prior to and after hire.

DSI Digital | www.manufacton.com | www.vizz3d.com