

Client Success Manager

Who We Are

Mercatus is dedicated to driving digital transformation in grocery retail with our comprehensive suite of connected commerce and personalization solutions. We are particularly focused on enhancing shopper engagement, tailoring digital experiences to individual preferences, and fostering lasting loyalty across retail businesses of all sizes. Our mission is to empower retailers to captivate customers, increase sales, drive retention, and strengthen in-store and online loyalty. Through our innovative solutions, we assist retailers in streamlining operations and enhancing customer experiences, all with the aim of achieving significant omnichannel growth. Join us in creating a unified, enterprise-grade SaaS platform to unlock the full potential of the grocery retail experience.

Key Responsibilities

As a member of the Client Experience team, you will work closely with a portfolio of retailers and serve as their biggest advocate and primary point of contact. You are responsible for overall client health, managing the client journey and fostering ongoing adoption of the Mercatus suite of products. You will report to our Team Lead, the Client Success Manager.

A Client Success Manager creates value for the retailer through building productive relationships, identifying business needs and working to develop solutions for any opportunities. You will be instrumental in reporting status and ensuring alignment between many stakeholders across multiple areas of the organization while also managing all aspects of the budget, schedule, risks, issues, reporting and governance of projects.

- Develop a deep understanding of the client's business objectives and act as their account point of contact
- Own the client lifecycle journey model (commencing from onboarding through to renewal)
- Evaluate program effectiveness with ongoing metrics analysis and provide improvement recommendations using practical business cases
- Develop and present quarterly priorities for visibility and feedback alongside the management team
- Construct strategies to manage and scale client relationships to maximize growth, ensure retention and deliver quickly to the market
- Optimize the implementation process to ensure effective onboarding and project delivery
- Collaborate with teams cross-functionally through the delivery of valuable client feedback to support product enhancements and account renewal
- Work with teams cross-functionally to drive client value, adoption, maturity, and growth through our technology

About You

- You have 3+ years of experience in a client-facing Sales / Account Management / Client Success role
- You have a bachelor's degree in a relevant field (i.e., Business, Commerce, etc.)
- You have excellent relationship management skills, with the ability to manage complex relationships across all internal and external stakeholders and build advocacy
- Your experience in an eCommerce, start-up environment or grocery retail will be highly regarded
- You are comfortable effectively managing a complex portfolio while delivering top results
- You have a proven record of accomplishment, identifying opportunities and seizing them
- Program and Project management experience will be highly regarded
- Strong technical understanding with third-party API integrations, release management, etc.
- You like to keep it real with your actions, be brave with your decisions, do the right thing for all our stakeholders and shape the future with excitement

Compensation + Perks

We are a remote-first team with over 200 employees across North America, Israel, and Vietnam. Be part of our success story and help share the grocery e-commerce experience for millions – join us!

- Competitive salary
- Health and dental benefits from day one
- Annual \$500 Lifestyle/Wellness Spending Account for health, fitness, and wellness-related products or services that support health and wellness.
- Work from home

The Team

The best thing about working at Mercatus is the people. We solve challenging problems every day. We're scaling a company where people can build their work around their lives, not vice versa. Flexibility and full autonomy mean you're in the driver's seat to create a schedule that works for you and your passions. We're looking for people who want to collaborate and bring unique creativity. If that sounds like you, we'd love to hear from you. View our [careers page](#) to learn more.

Apply Now

peopleandculture@mercatus.com

