Client Success Manager

Plural is a best in class SaaS application for policy professionals across the globe. The policymaking process is opaque, hard to access, and difficult to influence alone. It takes extreme effort and vigilance just to track policy—much less to create a positive impact. If you can’t react fast or fully engage your team, laws will pass without you. The teams that forge the policies of tomorrow will use the latest technology to empower many voices. Plural exists to make policy creation more transparent, responsive, and inclusive, and to make full participation in democracy possible.

Job Overview
We are looking for a passionate and results-driven Client Success Manager. You will play a key role in helping our users succeed in their quest to advocate for legislation in Congress and all 50 states. This role owns the entire relationship of assigned accounts, including onboarding, implementation, training, adoption, support, retention, and satisfaction. Additionally, ideal candidates will have the ability to generate referral leads that they would cultivate as new business opportunities. They will work with the marketing team to secure testimonials, customer quotes, speakers, and case studies. This is an individual contributor role that reports to the Head of Marketing and Customer Experience (CX).

This is a great opportunity to help develop and scale a customer organization from the early stages. If you enjoy diversity in your day to day activities and are a get-things-done type of person, we encourage you to apply.

What Plural does
Plural helps people more effectively advocate for public policy changes with a cutting edge product that is backed by our civic data ingestion, processing, and analysis pipelines. We are a diverse team guided by a vision to improve democracy and increase transparency. We provide services to hundreds of public policy advocacy organizations, business entities, and millions of people looking to engage in democracy.

What do our products do?
- Surface all proposed laws across state and federal governments
- Enable users to track, tag, and annotate proposed laws, so they can take action
- Notify users about changes and related proposals that they might otherwise miss
- Facilitate collaboration within teams and organizations to make advocacy more powerful
- Provide a foundation of open civic data to academics, journalists, and the public

The ideal candidate:
- Has at least 2 years of experience in sales, customer experience, customer support, account management, and/or public policy advocacy and government relations
● Willingness to become a product expert and customer advocate
● Communicate effectively internally to share product feedback from users
● Ability to build strong and trusting customer relationships and manage customer expectations
● Has experience with designing and leading engaging virtual trainings, onboardings and/or webinars
● Ability to work in close collaboration with the sales team for account expansion, referrals, etc.
● Knowledge of CRM best practices, Salesforce.com experience is ideal
● Is organized and detail-oriented
● Has experience and willingness to work in a remote-first, distributed team
● Upholds our company values: We put people first. We believe in transparency. We are audacious thinkers and doers
● Gets excited about delivering tools that truly move the needle for people who do important, world-changing advocacy work
● Wants to join a startup at the stage where culture is being actively established and engineering habits are being molded
● Passionate about civic engagement and the health of our democracy

Location
● This is a fully remote position open nationwide

Compensation
● Salary Range: $90K base, $125K OTE with no cap

Other Benefits
● Stock options
● Health care and dental insurance
● High-trust remote working environment
● Flexible schedule
● Generous time off policy
● Paid family leave

Commitment to Equal Opportunity
Plural is an equal opportunity employer committed to fostering a diverse, inclusive, and equitable work environment. Individuals seeking employment at Plural are considered without regard to race, ethnicity, religion, national origin, age, gender, gender identity, gender expression, sexual orientation, marital status, medical condition, ancestry, military or veteran status, physical or mental abilities, social-economic background, political affiliation, thinking styles, life experiences, and any other characteristic protected by applicable law.