

## **Job Description: Customer Success Manager**

**2017**

MetaJure, a dynamic and growing legal tech company, is looking for a **Customer Success Manager**. This position is responsible for managing the relationships with our customers, helping drive successful use of our product and a high level of satisfaction that leads to long term customer retention. You'll serve as the primary point of contact to our customers following each sale, work with them to understand their success criteria, and provide training and trusted advice as they roll MetaJure out to their lawyers and staff. Understanding customer success criteria, addressing questions, and resolving their issues will be key to your success.

This is a critical role for MetaJure's team. And, although MetaJure is based in Seattle, WA, your location can be flexible, as well as your hours. Our law firm and legal department customers are located throughout the US and much of your work will be handled via phone and computer communications.

**About MetaJure:** MetaJure is a legal technology company whose founders are senior attorneys who are dedicated to improving the lives of lawyers, the efficiency of their practices and the results for their clients. MetaJure's SMART DMS and DMS supplement, ILLUMINATE, automatically collect, store and index all of a firm's documents and emails. They allow lawyers and staff to retrieve information quickly and easily with a simple Google-like search, saving hours of time every week and empowering the firm with access to all of their knowledge. For more information, see [www.metajure.com](http://www.metajure.com).

### **Key responsibilities:**

- Proactively manage all customer relationships from initial onboarding to successful implementation and beyond. Understand customer use cases and provide expertise on how MetaJure can be leveraged to meet and exceed their goals.
- Work closely with Sales and Product Services to ensure smooth hand off of customer from sales to installation to support.
- Organize and coordinate customer onboarding and training through virtual web conferences and help documentation. Drive adoption and renewals through regular communications with the customers and through account reviews and planning with our internal team
- Collect customer product requests and serve as the voice of the customer to internal team.
- Serve as the primary contact for all customer-facing support and service issues.
- Collaborate with Marketing to develop messages and materials that effectively reach prospective and existing customers.
- Maintain delivery reporting records and monitor usage statistics reports.

**About You:** We are searching for a high energy self-starter with a customer service attitude who is excited about MetaJure's vision for lawyers, their firms and departments. You're a terrific communicator with strong time management skills who is energetic, personable, detail oriented, and who values working in a collaborative environment. Work experience inside a law firm or legal department is a plus.

**To apply, please send your cover letter and resume to [careers@metajure.com](mailto:careers@metajure.com).**