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### **Open Position – Customer Success Manager**

**Title:** Customer Success Manager

**Reports to:** Director of Sales, Customer Service, and Fulfillment

**Compensation:** Base salary plus up to 5% discretionary annual bonus opportunity  
7.5% of salary retirement contribution after one year

**Plan benefits:** Health care, dental & vision subsidy

**Travel:** Limited, maybe once or twice a year

**Location:** Hybrid and flexible work at home position

This is a **Full Time Exempt** position. Must be qualified to work in the United States.

GeoScienceWorld (GSW), a nonprofit collaborative and comprehensive resource for research and communications in the Earth Sciences, is hiring a Customer Success Manager (CSM).

Empathy for customers is in your DNA. This is an ideal position for someone who is a proactive, self-starter who excels in prioritizing customer needs and in building long-term relationships. You are at ease working with a diverse global customer base, working in a fully remote organization and you want to work in a mission-based environment with a small, but dedicated workforce. The Customer Success Manager reports to the Director of Sales and Customer Service and is responsible for ensuring that we meet and exceed our customers' needs and expectations.

### **Job Responsibilities**

- Proactively support GSW's diverse set of customers (academic, corporate and government institutions, and Society publishing partners) to drive adoption, usage, retention and growth
- Efficiently triage, prioritize and resolve customer queries, issues and requests (e.g., contractual queries, access issues, website updates, MARC record requests, etc.) in collaboration with product, marketing, and sales
- Prioritize and resolve content integrity issues (e.g., missing content, blank PDF pages, corrupt XML, etc.) to ensure completeness, accuracy, and discoverability
- Own and manage the successful development, delivery and packaging of journal and eBook packages with our society publishing partners

- Facilitate the development of onboarding toolkits, self-serve materials (e.g., tutorials, user guides, etc.) to ensure customers and society partners get the most value out of their subscription or partnership with GSW
- Share customer success stories and use cases back with the organization to inform and optimize product, marketing and sales strategy and initiatives
- Deliver live training sessions and webinars for society partners, society membership, academic and corporate customers, as needed
- Track, analyze and report customer support issues and customer loyalty metrics to recommend improvements to support services to increase usage, retention and growth
- Provide internal operational customer support as needed - including portfolio reporting, reconciling invoicing on behalf of finance

### **Experience and Qualifications**

- 2 - 3 years of Customer-facing experience (e.g., customer support, account management, consulting)
- Ability to interact with customers at various levels (e.g., end users to decision-makers/buyers) and of various technical and non-technical knowledge
- Ability to manage multiple projects simultaneously while maintaining attention to detail
- Exceptional listening, communication, and presentation skills (both written and verbal)
- Experience working with internal and external cross-functional teams (product, marketing, sales, operations)
- Undergraduate degree preferred
- Knowledge and experience working in publishing or publishing technology is highly desired

**Physical Demands:** Extensive computer work, six or more hours per day. Multiple projects and multiple deadlines that create a demanding work environment are standard. While performing the responsibilities of the position, the employee will require the use of multiple senses (speech, hearing, touch, and close vision).

**Work Environment:** Home office environment requires the ability to maintain a productive work environment independently.

### **About GeoScienceWorld**

GeoScienceWorld is a non-profit organization that works with societies, institutions, and researchers around the world and provides a single source of access to 50 preeminent scholarly journals, 2,220+ eBooks, and over 4 million GeoRef records with specialized and map-based search capabilities and links

to curated earth science research around the Web. GSW, through its Society Services Program, also serves as a platform for cost-effective hosting for independent society sites, providing a scalable and efficient global presence for societies, authors, and members. GeoScienceWorld is an equal opportunity employer.

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