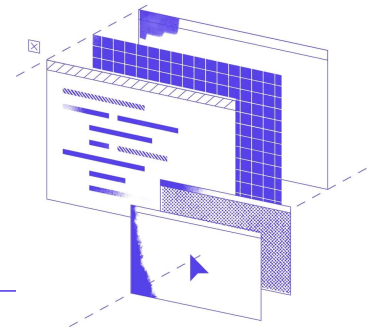




MONOGRAPH



**CUSTOMER
SUCCESS
SPECIALIST**



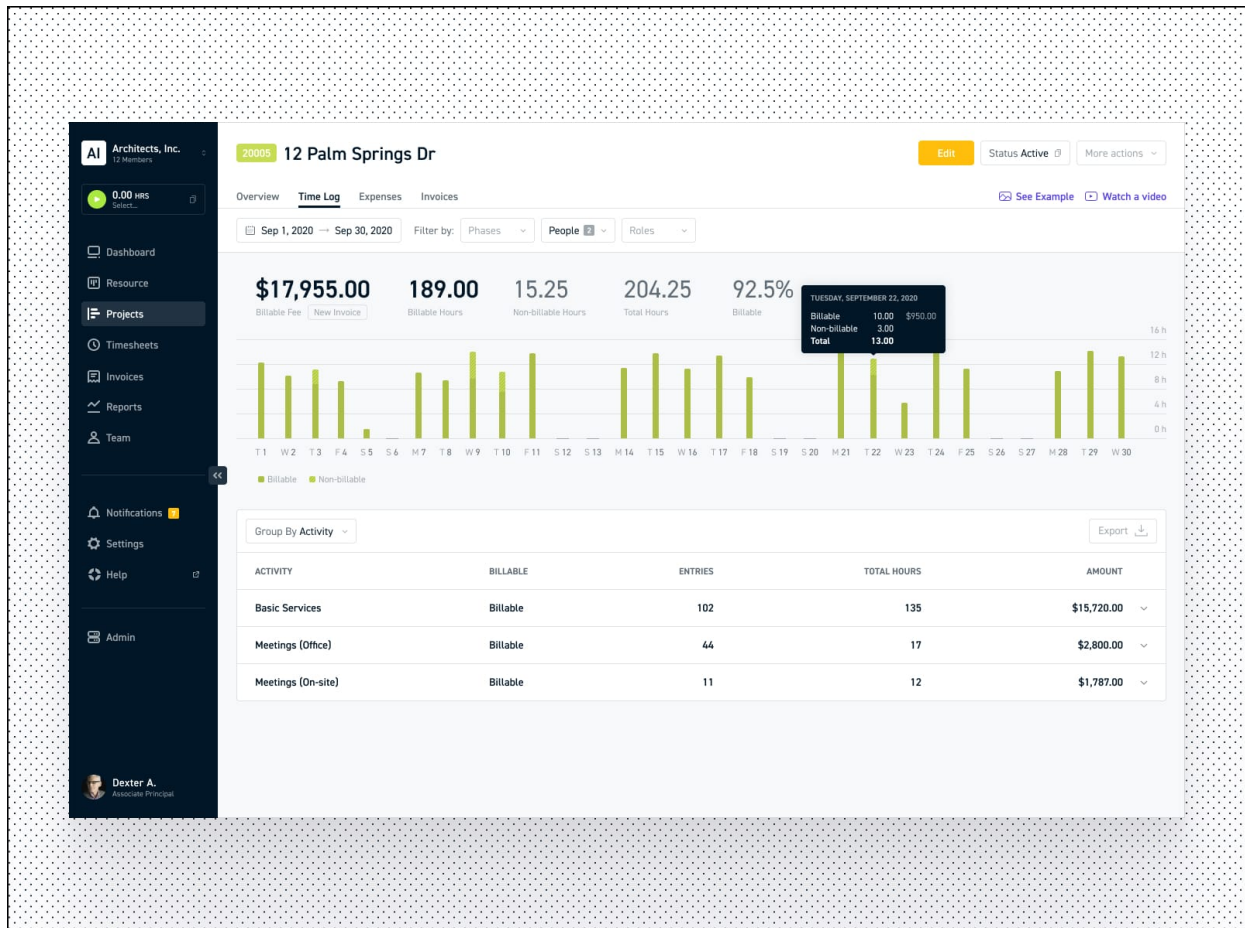
We're looking for a Customer Success Specialist to join the Monograph team. As a dedicated CS team member, you will provide an exceptional experience for our customers during onboarding and implementation. Our #1 company value is People First - and you will make sure that our customers are #1. You'll be responsible for onboarding new customers, creating a roadmap for each account, managing the implementation, and working directly with our product team to deliver customer feedback.

Also, our team works a 4-day workweek 🏆.

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What is Monograph?

Monograph is modernizing design professionals' back office with a beautiful, data-driven platform to help them manage, plan, and grow their companies. Our mission is to let architects get back to doing what they love and do best—design—not finance, management, or Excel.



Why work at Monograph?

- **People first:** Core to the team, we believe in people first, curiosity, and empathy. You'll be our ambassador and deploy your genuine value for relationships to drive success and happiness.
- **Build a company that will redefine architecture:** Project management is just the beginning...we have big ambitions to help facilitate the entire design process from becoming the document source of truth to coordinating with consultants. You can shape the future of building design.
- **Work with some of the best product people in the world:** We're an innovative team of highly productive contributors with a strong design background. You will be doing some of the best work of your life.

What will you do at Monograph as our Customer Success Specialist?

The Customer Success Specialist is a valuable member of the Customer Success department working in cross-collaboration with different teams (product, marketing, sales, etc) to ensure customers achieve their desired outcome when adopting Monograph. To be a strong team member and progress in their role, the Customer Success Specialist should demonstrate proficiency in the following 3 key areas:

Relationship Building

- Can independently lead a product demonstration for new customers
- Can translate their product and industry knowledge well enough to create a roadmap for each account that defines the plan for long-term success and adoption.
- Replies to customer's requests and needs in a timely manner and professional manner that builds rapport and trust.
- Is proactively engaging with accounts during implementation periods to ensure the user adoption is accomplished.
- Can identify product or relationship gaps that contribute to churn and develop methods to prevent or flag them.

Operational Skills

- **Takes their everyday work seriously and seeks opportunities to improve our internal processes.**
- Has a data-driven decision process that is supported by the data we have to benefit the majority of customers and our team.
- Sets goals that are measurable and relevant to position and company.
- Understands and keeps strategic company goals top of mind and identifies ways to contribute to them.

- Seeks outside knowledge and training to aid them with implementing innovative new approaches that lead to increases in internal efficiency and effectiveness.

Product Knowledge

- Has sufficient product knowledge and technical skill to independently create and/or revise educational content.
- Understands the strengths of our product, its weakness, and short term workflows to address questions and concerns.

What you'll bring

- 3+ years of experience in customer success at a SaaS company
- Experience with our CS tech stack: Hubspot, Intercom, ChurnZero or Custify
- A strong sense of urgency and accountability and a keen eye for detail and operational efficiency.
- Highly skilled at multitasking with the ability to quickly adapt and learn.
- Ability to build collaborative relationships within sales, marketing and support to facilitate a great customer experience.

- Access to reliable internet connection and proficiency with G Suite, Zoom, Slack, and other basic internet technologies.
- Bonus Points: Experience or familiarity with the architecture industry.

FAQs

What benefits can you expect? 4-day work week, medical, dental, vision insurance, wellness stipend and new laptop/equipment of your choice. And some more cool stuff ;)

Is this role only full-time? Can I work remotely? This role is full-time and a fully remote position based in the United States.

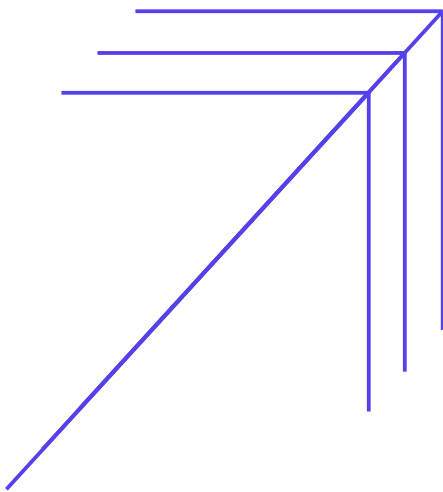
What is the company culture like? Our amazing friend Lynne interviewed us about our company culture—read about it on her website [Key Values](#).

What efforts are you making in terms of increasing diversity & inclusion within your company? With two minority founders and a new parent founder, we're focused on having a welcoming environment for all backgrounds and experiences. We actively source candidates from non-traditional backgrounds knowing that diversity in thought and education ultimately results in a better company. We also have solid work-life balance, knowing that there's a lot more

in your life than just your job.

Where can I learn more about the founding team? Robert our fearless CEO is a Michigan alum and spent time working at several architecture firms including SOM before founding Monograph. Formerly roommates and grads of MIT, Dixon and Moe lead the product team having spent 5 years building software for tech companies and architecture firms.

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