



Sr. Strategic Account Manager

Full-time - Austin, TX

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Based in downtown Austin, TX, PLNAR (<https://plnar.co/>) develops an augmented reality (AR) and artificial intelligence (AI)-based solution that creates, fully measured, real-time 3D models of any room. At PLNAR, we are committed to building a future of augmented human intelligence, made possible by the expansive capabilities of technology. We truly believe that technology should make our jobs better, not harder or less interesting. Leveraging our patented technology, our intuitive AI and AR-powered app allows virtually anyone to fully measure and create 3D models of interior rooms in minutes, all from a smartphone picture.

Reporting to the CEO, with dotted line reporting to the CMO, the **Sr. Strategic Account Manager** will own the overall relationship with new customers in the insurance industry and be a trusted partner to them with the goal of converting them from initial trials to paying and loyal customers who will continue to renew their subscriptions with PLNAR. You'll work alongside a compact, intelligent and dedicated team to change the way insurance companies think about managing and servicing their interior property claims. This role is part strategic account managing, part customer success, so we're looking for a strong candidate to help us get to the next phase of our growth.

What You'll Do:

- Own the overall relationship with assigned customers
- Facilitate product adoption, ensure customer success and drive growth
- Work with customers to maximize their use and adoption of PLNAR technology
- Establish a trusted advisor relationship by working to deliver the value of PLNAR products

What We Are Looking For:

- A self-motivated, adaptable, resourceful and technology-oriented candidate who:
 - Thrives in a small team environment
 - Possesses strong consultative account managing skills
 - Has experience in identifying customer needs, delivering value and managing relationships.

Responsibilities:

- Help define the scope of new solution pilots and serve as the primary contact for the onboarding of new pilot customers, the training of platform end users, as well as post go-live support
- Manage customers through a pilot process to achieve follow-up on deal
- Collaborate with the engineering and development team to set up or configure our software platform as per customers' requirements and troubleshoot technical issues raised by customers
- Gauge customers' levels of engagement with the company and provide feedback to the other teams regarding product and service improvements
- Provide insights to customers to ensure that they get the most out of the platform with the aim of helping grow our customer base
- Proactively communicates regarding at-risk customers and defines mitigation strategies
- Coordinates regular account reviews with the Executive and Development team by gathering and presenting status of customer goals, issues and roadmap requests
- Produces reports that include data supporting the KPI's of value delivered through usage of the product
- Convert customers into real advocates for PLNAR

Requirements:

- 4+ years of demonstrated success in a Customer Success or Account Management role in an early stage, high growth SaaS technology (subscription based) organization; insurance industry experience a plus
- Experience with the process of getting early technology and software pilots into and navigating through and managing large enterprise accounts is required
- Self-starter, independently motivated but collaborative in a team environment.
- Ability to be flexible, adaptable and work in a rapidly changing environment is required
- Outstanding communication skills including preparing and delivering presentations, writing reports and customer correspondence
- Strong creative, multi-tasking, problem solving and organizational skills
- The ability to successfully influence, lead and collaborate cross-functionally with Development/Technology, Sales & Marketing and Administration
- Travel Commitment: 20-30%
- Bachelor's degree

Perks and Benefits

- Completely flexible PTO
- Full medical, dental, and vision for employee
- Access to all other benefits including life insurance, etc
- Parking downtown is paid for by the company