

Customer Success Lead at [Vibemap](#)

Email your resume to gabriella@vibemap.com

About the job:

Vibemap is looking for a Client Success Lead to help create immersive city experiences like scavenger hunts and digital maps for cities across the world. This role involves managing multiple projects, deadlines, and unforeseen challenges with ease, and regularly meeting with clients across different time zones. The ideal candidate is tech-savvy, thrives in a fast-paced environment, and excels at project management. The ideal candidate is passionate about enhancing community engagement through technology, thrives in a fast-paced environment, and excels at managing diverse projects. This position offers the opportunity to work closely with Vibemap's partners, including Destination Marketing Organizations (DMOs), Business Improvement Districts (BIDs), and other community-focused organizations across the country, guiding them through the strategic processes of planning, launching, managing, and maximizing the use of Vibemap's platform.

Key Responsibilities:

- **Project Management:** Serve as the primary point of contact for a portfolio of customers, including managing relationships with customers and other stakeholders. Collaborate with sales, marketing, data, and product teams to deliver high-quality, engaging content that resonates with customers.
- **Customer Success:** Identify and recommend opportunities to enhance customer success and drive revenue growth. Manage customer accounts, including up-selling new features and services.
- **Strategic Planning:** Lead initial strategic planning calls with new customers to educate them on the Vibemap platform, understand their objectives, define configuration details, and establish a roadmap for success.
- **Content Development:** Partner with the Vibe Team to ensure the accuracy and representation of places and events shown in our products. Establish and manage workflows for business listings, event calendars, and passports,

coordinating efforts between Vibemap partners, development teams, and the Vibe Team.

- Experience Reporting: Develop comprehensive reports for experiences that highlight their impact and alignment with customer goals.
- Project Management: Oversee the development of immersive experiences, such as landing pages, passports, and digital maps. Collaborate with partners to develop content and high-level strategy, ensuring successful implementation with our developers.
- Feedback Collection: Gathering client feedback to inform product improvements and updates.
- Data Insights: Forecast, track, and communicate value to clients through data insights, working closely with data analytics specialists.
- Retention: Develop and manage customer retention strategies to maintain high renewal rates. Ensure the timely and successful delivery of Vibemap solutions according to customer needs and objectives.

Skills:

- Proficiency or a willingness to learn map platforms like Mapbox, Content systems like WordPress, Business Intelligence tools like Tableau, and data platforms like Django/Postgres.
- Experience or background in working with travel orgs, non profits, neighborhood, district, or other city organizations.
- Exceptional multitasking abilities, with the capability to manage multiple projects and customers simultaneously.
- Strong communication skills and the ability to work seamlessly with diverse teams, including sales, product design, developers, and marketing.
- Familiarity with CRM systems, data extraction, and content management.

Examples of Projects You'll Be Working On:

- Landing Pages and Passports for Experiences: Collaborate with partners to develop content and strategy for immersive experiences, such as the BARTable Spring Challenge.
- Digital Maps: Work with partners to develop strategic themes and ensure successful implementation with our developers, as seen in the Downtown Evanston Explore Map.

This role offers a unique opportunity to be at the forefront of community engagement through technology, driving impactful experiences that bring cities and neighborhoods to life.

About Vibemap:

Vibemap is a city discovery app that connects people to great experiences and provides solutions for promoting cities, districts, and destinations, enhancing visitor engagement, and empowering organizations. Explore our offerings at [Vibemap for Destinations and Districts](#).