

Title: Customer Success Manager

Location: Remote

Job Type: Full-time

Reports To: Chief Growth Officer

About Bright Referral

Bright Referral is revolutionizing the way dental and orthodontic professionals build and manage referral networks. Our digital platform makes it easy for orthodontists and other specialists to grow their practices through strategic, data-driven referrals. We're looking for a **Customer Success Manager** to ensure our users experience the full value of Bright Referral from day one.

Job Overview

We are seeking a highly motivated **Customer Success Manager** with a background in the dental or orthodontic industry to join our growing team. In this role, you will be responsible for ensuring our customers achieve success with our platform. Your experience in the dental field will help you understand our customers' needs, grow their referral networks, and build strong relationships that drive retention and satisfaction.

Key Responsibilities

- Act as the primary point of contact for Bright Referral customers, ensuring they have a seamless experience with our product.
- Encourage additional use of the Bright Referral platform.
- Onboard new customers, providing them with product training and best practices to maximize adoption.
- Develop and maintain strong relationships with dental professionals, including specialists, dentists, practice managers, and marketing and treatment coordinators.
- Proactively monitor customer usage and engagement, identifying opportunities for optimization and growth.
- Address customer inquiries, troubleshoot issues, and collaborate with internal teams (Sales, Product, and Support) to resolve concerns efficiently.
- Advocate for customer needs and provide feedback to improve product features.
- Educate customers on new updates, features, and best practices to help them succeed.
- Identify upsell and cross-sell opportunities to drive business growth while ensuring customer success.
- Track customer success metrics such as retention, satisfaction, and engagement, providing regular reports to leadership.

Requirements & Qualifications

- **Required:** Previous experience in the dental or orthodontic industry
- 2+ years of experience in customer success, account management, or a related client-facing role.
- Strong understanding of dental office workflows, terminology, and industry challenges.
- Excellent communication and interpersonal skills with a passion for help people.
- Ability to troubleshoot customer issues and provide proactive solutions.
- Tech-savvy with experience using CRM software, Slack, Monday, Google Suite, and comfort with AI technology.
- Highly organized, detail-oriented, and capable of managing multiple customer relationships simultaneously.
- A problem-solver who can think critically and adapt to changing customer needs.

What We're Looking For

- **Tech-savvy self-starter** who thrives in a digital environment.
- **Strong communicator** with excellent written and verbal skills.
- **Relationship-builder** who can engage customers and drive platform adoption.
- **Sales-oriented mindset**, capable of identifying and encouraging increased usage.
- **Experience in customer success, onboarding, or account management** (preferably in SaaS or digital products).

Why Join Us?

- Competitive salary with performance-based incentives
- Opportunity to work with a growing company
- Collaborative and supportive team environment
- Career growth opportunities within customer success and beyond

If you have a background in the dental or orthodontic industry and a passion for helping customers succeed, we want to hear from you! Apply today and be part of a team that is transforming the way dental professionals refer patients.

To Apply: Submit your resume to info@brightreferral.co