Delivery Manager
Remote (USA, Central or Eastern Time or UK/EU with US-friendly overlap hours)

Who are we?
m3ter helps software companies deploy and manage usage-based pricing (UBP), providing metering, rating, and analytics services to help them build, sell, and price better.

Our opportunity is created by B2B software companies increasingly turning to UBP to capture their true value. This requires new operational and go-to-market capabilities that are rooted in data and difficult to deploy. m3ter is a cloud-based SaaS that delivers these capabilities.

The founders deployed UBP at their previous start-up (acquired by Amazon) and then saw what best-in-class tooling for UBP looks like while at AWS. They joined forces with the Chief Data Scientist from a major financial services business with deep experience of applied data science at scale. The business has raised $17.5m+ in seed funding and $14m in Series A from Tier 1 VCs and is growing rapidly.

m3ter is a 'remote first' business, with a centre of gravity in the UK. The majority of our customers are modern, fast-growing B2B SaaS providers based in the USA.

About the role
We are looking for a Delivery Manager to report to the Director of Customer Success. This is a senior role in our broader Customer Success team.

m3ter's core foundation is its usage-based business model. A customer's initial commitment is the starting point of our journey together. Our focus is on effective onboarding, ensuring customers see the desired outcomes, and promoting consistent growth in usage.

As a Delivery Manager, you'll ensure smooth project delivery for mid-market and enterprise customers. You'll coordinate closely with Sales teams, ensuring that the transition post-sale is seamless. Your role is crucial in guiding these customers in their m3ter integration, reviewing ongoing progress, identifying optimizations, and amplifying the benefits of m3ter.

Working closely with our product development teams, you'll be the voice of our clients, making sure their feedback catalyzes product enhancements.

Your capability to establish credibility and foster relationships across all organizational levels, from tech-savvy professionals to senior leaders, will be instrumental.

You'll share insights on project strategy, support planning, launch preparations, and operational best practices.

Using your technical prowess and customer-centric approach, you'll spearhead technical discussions, making decisions based on incident response, trade-offs, and risk considerations.

Your proactive nature will help customers extract maximum value from m3ter's services, including those they might be unaware of.

A pivotal part of your role is uplifting customer competencies – organizing workshops, devising training materials, and enriching m3ter's knowledge reservoir.

Regular updates on account progress, delivery, and performance will be communicated to m3ter's customer circle and the broader leadership and customer stakeholders.

You will join the Customer Success team at a foundational stage and have the chance to shape its direction and your own career path within it.

Who are you?
Your extensive technical knowledge, particularly concerning API-driven systems and web architectures, is commendable. A knack for technology and the ability to grasp its intricacies is a definite plus.

While experience in data infrastructure or billing operations is a bonus, your previous roles might include Delivery Manager, Project Manager, Solutions Architect, Platform Engineer, or similar.

Your familiarity with tools in the quote-to-cash stack, especially Sales CRMs and billing systems, is advantageous.

Earning trust comes naturally to you. Your exemplary communication skills, both written and verbal, are evident. Your authenticity and genuine care for the customer's best interests make you a trusted partner.

The team caters to customers across all US time zones. Thus, your willingness to adopt flexible hours and occasional travel is essential.

Your curiosity about usage-based pricing, advanced web technology, and data science is evident. Working with some of the world's most innovative SaaS providers thrills you.

What's in it for you?
Influence, trust, and impact inside a well-funded scale-up that's on a rocketship trajectory.

Working alongside other talented, experienced, and friendly folk who are keen to have impact too – great people to learn from and work with.

Competitive salary and meaningful stock options, and the freedom and flexibility of a 'remote first' organization.

Closing date: TBD

m3ter is committed to Equal Employment Opportunity through attracting and retaining a complementary team of employees and building an inclusive environment for all.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status.