

JOB DESCRIPTION

Position Title: Customer Success Manager
Department: Customer Success
Reporting To: VP Customer Success

Background:

At ContactEngine, we're passionate about innovative SaaS solutions that drive value, enhance operational processes, and improve the customer experience while delivering substantial return on investment for our clients. We are a Shoreditch-based, dynamic, vibrant and extremely motivated team already working with some of the UK and world's best known brands.

Our focus is mainly on Customer Communications using omni-channel SaaS Solutions.

Role Main Purpose:

- Collaborating with clients and internal teams to ensure the timely and successful delivery of our solutions according to customer needs.
- Developing and maintaining long-term relationships with your portfolio of assigned clients to support long term contractual engagements.
- Connecting with key business specialists, stakeholders, and leaders.
- Supporting the business as usual operation of established accounts to maintain, develop and refine ContactEngine's service and maximise the value delivered.
- Developing new business as and when the opportunity arises.

Duties and Key Responsibilities:

- Managing a portfolio of accounts and operating as the lead point of contact for any and all matters specific to your assigned clients.
- Develop and maintain a trusted advisor relationship with key stakeholders and sponsors to support BAU operation and client retention.
- Using internal and external contacts to generate new business.
- Carrying out project management duties including process design, solution modelling, data mining and analysis, etc...
- Communicating clearly and regularly with your clients and stakeholders to ensure they are kept abreast of the status and progress on initiatives and projects.
- Forecasting and tracking key account metrics.
- Assisting the Support team with high importance requests, issues or escalations.
- Delivering presentations to prospective and established clients.
- Attending meetings with current and potential clients.

Required Core Skills and attributes:

- Proven Account Management/Customer Success experience or other relevant experience.
- Ability to communicate, present and influence stakeholders and sponsors at all levels of clients' organisations.
- Intimate knowledge of large organisations' and/or corporations' operating practices and mechanisms that will enable you to tailor designs and influence outcomes.
- Experience in delivering client-focused solutions.
- Ability to manage multiple projects concurrently without loss of quality or attention to detail.
- Fluent in MS Office package including Excel, Word and PowerPoint.
- Clear and concise written and spoken communication skills.
- Strong presentation skills, excellent ability to present written information in a structured, balanced form and in a format that is tailored to the audience.

Personal attributes and other requirements:

- Willing to travel.
- Strong work ethics.
- Honest, diligent and trustworthy.
- Multilingual would be a benefit.

What we bring to the table:

- Award-winning company with world class and industry changing SaaS products and services.
- Ability to learn and grow with the business.
- Personal Development, internal promotion and growth opportunities.
- Very strong culture and a tight-knit team of colleagues.
- 25 days paid holiday
- Private Health Insurance
- Pension Scheme

Timings / Remuneration

- Full time
- Remuneration TBC

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.