



## Job Description

# Customer Success Manager

The Customer Success Manager role is a new, and business critical position in continuing to build and further develop ever stronger relationships and processes with our customers.

Reporting to the Operations and Delivery Manager, the successful applicant for this role will have the following responsibilities:

- 1 To shape and establish the role internally, and progressively across the customer base, recognising that this may take different forms for different customers across a range of company products.
- 2 Propose, establish and measure overall KPI's for the role specifically (which may include eg churn, transaction rates, feedback scores, bounce rates) and for Customer Success across the company's customer base, and continue to develop and refine tools and processes to ensure that Customer Success is achieved.
- 3 Propose, establish and measure Customer Success KPI's for each client which will ensure an effective structure and framework for individual and ongoing client Customer Success
- 4 Act as the Customer Experience Champion through to Service Delivery and for the duration of provision ensure clients receive consistently high standards of service and Customer Success is achieved.
- 5 Agree relevant targets, milestones, review points and KPI's with the customer that, once achieved, will ensure Customer Success, however that may be defined and agreed.
- 6 Develop and agree a key point contact network crossing different departments as may be necessary for every customer and establish a framework of actions, targets, milestones, review points and KPI's for each that, once achieved, will ensure continuing Customer Success, however that may be defined and agreed.
- 7 In addition, the successful candidate will
  - a. Act as a business focussed Customer Champion for technical, commercial or process issues arising and co-ordinate other members of the team to respond and service customer queries, issues, or requests, in a professional and timely manner
  - b. Always be mindful of revenue earning opportunities from the existing customer base as well as advising customers on how products can be better utilised to increase their own revenue earning opportunities

**Key IVR Limited**, 8 Durham Lane, West Moor Park, Armthorpe, Doncaster, DN3 3FE

t. +44 (0) 1302 513 000, [sales@keyivr.com](mailto:sales@keyivr.com), [www.keyivr.com](http://www.keyivr.com)

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- 8 Establish and build a trusted, welcoming, professional relationship with the Customer Contact Network by calls, emails, visits and developing a systemised approach to ensuring Customer Success.
- 9 Monitor customer KPI's and actively engage with them to establish how these may be improved in line with agreed KPI's in the event of any shortfall.
- 10 Works closely with the Service Delivery Manager to ensure they are up to date with all business or platform changes, issues, developments or any other customer impacting issues.
- 11 Ensure that he or she is up to date with internal developments, opportunities, challenges, meetings etc both with the customer and in-company with an eye always on potential immediate or longer-term commercial, revenue earning opportunities.
- 12 Competently and knowledgably advise customers on products or services that best fulfil their requirements, undergoing full assessment and analysis of client needs
- 13 Initiate whatever interventions and in company support may be necessary to ensure compliance with the original company contract.
- 14 Maintain a detailed and up to date organisation structure and critical contact list for each Customer through our CRM software.
- 15 Assist Customers by providing them with or additional collateral whenever requested and offer services and advice on how to grow their business using existing internal resources and services.

The successful candidate will already be well versed in all things concerned with Customer Success, have experience or at least an understanding, of working within a software, ideally SaaS, environment and will relish the opportunity to take the lead on achieving best practice in this role. The qualities we seek include the following:

- Previous success in a Customer Success role or project, understands and can demonstrate success in implementing Customer Success strategies
- Professional and business focused with previous experience in account management or business development.
- Potentially someone with a strong set of customer focussed project, process or delivery skills of large, complex projects into corporate environments
- Strong interpersonal, communication and relationship building skills, with a generally engaging and collaborative personality
- Enthusiastic, positive, curious, helpful, calm, thoughtful, highly motivated, determined, self-sufficient, and independent
- Able to harness the willing enthusiasm of others to avoid crisis points
- Both pragmatic and creative in finding ways to appease and manage the customer's experience

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- Unrelenting high standards of execution with excellent attention to detail on all matters including essential internal administration and documentation, and a high level of integrity and professionalism
- Able to present, train and deliver materials and workshops as necessary to the Customer base
- Be naturally, perhaps quietly, authoritative and credible with the ability to persuade, challenge, negotiate and create win:win situations

Comprehensive training will be provided on the company's products and services to enable successful candidates to fully engage with our customers.

Salary to £35000 per annum

### **How to Apply**

Please email your application to [careers@keyivr.co.uk](mailto:careers@keyivr.co.uk). No agencies please.

### **Background:**

Key IVR is an industry leading SaaS business, already a market leader in the UK, with the potential to dominate the customer payment solutions and IVR services technology space internationally. To underpin planned, massive, growth, the company is seeking to appoint a number of high calibre individuals right now across a number of, mainly already existing, roles.

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