Associate Customer Success Manager

Join a fast-growing and award-winning company in a varied role where we'll help you develop skills from customer success to project management, communications and IT. If you are someone who is confident, with a wide-ranging skillset and is keen to develop, this role could be for you!

About us

CriticalArc's SafeZone, the unified safety, security and emergency management solution, provides Safety Everywhere™ for your people, wherever you have duty of care. Through Real-time Coordination and Response, organizations are empowered to respond faster and more effectively to incidents of any scale.

SafeZone is already providing positive outcomes in over half of UK Universities; protecting workers in the NHS; assisting corporate clients with their remote operations; and helping lone workers everywhere feel more secure.

Position Summary

You be working as an Associate Customer Success Manager in an award-winning Customer Success team, as part of a fast-growing company. In this role you will work to deliver CriticalArc's product line, namely SafeZone, to existing and prospective customers within the EMEA region.

This is a wide-ranging role which is ideal for someone looking for a career in the cloud-based software industry with a chance to gain experience in all aspects of Customer Success from technical work with software systems to marketing and project management.

The technical skills of particular interest include working with single sign on systems, REST API (xml) and some PowerShell work. Training can be provided, however some form of background in this software would be beneficial.

As part of the Customer Success team, your will be a critical and integral part of the sales and post sales organisation, through your technical knowledge, software delivery and communication skills.

You will work closely with the sales and bid team supporting prospects, consultants, partners and existing customers as a subject-matter expert to help our customers maximize their experience with our product portfolio, both during initial launch and ongoing throughout the client relationship.

This role will be mainly office based to begin with however will require extensive travel with the potential for overseas trips as you progress.

Essential Job Functions

Customer Success

· Helping to manage the transition from the client's acceptance of proposal to program initiation
· Defining the scope, expectations and implementation approach of the program; then establishing and maintaining stakeholder commitment to this approach with weekly or bi-weekly update calls as required
· Working through Project Plans that outline the Project Management processes to include: scheduling of key deliverables, resources required, roles and responsibilities, risks, issues and dependencies according to CriticalArc's quality standards
· Driving the implementation of the Project Plan
· Providing support, motivation and direction for the Client's Project Team
· Provide Training to relevant teams in both train the user and train the trainer formats
· Compiling and presenting quarterly reports to customers showing their platform usage and their benchmarked position in the industry
· Seeking opportunities to develop new CriticalArc business with the client, based on a deep understanding of the client's business; identifying and communicating to Sales Management such opportunities
· Ensuring clients are satisfied with the delivered project
· Providing Account Management to customers once live, encouraging further use of core features and providing information and training on any newly developed features.

Communications and Process
· Producing regular and accurate progress reports for the both Client and CriticalArc's management teams
· Escalating issues to the right level of management in CriticalArc and the client organization, as appropriate
· Communicating within CriticalArc the lessons learned on any project
· Registering product ideas based on client feedback and areas for improvement
· Logging all support calls and dealing with them in a timely fashion.

Supplementary Tasks
· Assist the pre-sales team with presentations and demonstrations at customer sites, trade shows and conferences
· Assist the pre-sales team with tender and technical responses
· Assist with configuration of Single Sign On
· Assist the customer to understand API options and direct them to the appropriate technicians/developers at CriticalArc.

Accountabilities
· Generate Project Plans (via Wrike or MS Project) for each project which fully reflect the bid/deliverables requirements

· Communicate the plan and gain client buy-in and agreement
· Regularly update the client on progress against Plan
· Ensure that all aspects of customer projects are delivered on time and within the agreed budget
· Generate Closure Reports and ensure receipt of Acceptance Certificate(s)
· Secure client satisfaction.

Required Competencies
· Analytical and problem-solving skills
· Excellent written and oral communication (English – Mandatory)
· Results orientation
· Influencing and negotiating
· Methodology and best practice focused
· Exceptional organisational, planning and management skills employing appropriate tools such as Wrike, Microsoft Project, Excel etc
· Organisational awareness
· Leadership
· Technical/professional depth and credibility
· Client management.

Employment type
Full-time

Salary
£25,000 – £30,000