

About the job – Customer Success Manager

Position Summary

We are looking for a high-energy individual to work in our award-winning Customer Success team where you will work with universities, healthcare trusts and leading corporations to deploy, expand and manage renewals for SafeZone. You will be a trusted advisor to our customers and manage the relationship with them, helping them to adopt SafeZone's latest tools and innovations which meet their specific challenges and circumstances.

As Customer Success Manager, you own the ultimate responsibility for the customer's deployment, expansion and renewal of the platform. You promote maximum value from their investment in SafeZone, aiming for full utilisation of their system. This will involve engagement with a wide-range of stakeholders including: organisation leaders and executives; business continuity teams; safety and security response teams; communications teams; marketing teams; staff and student unions; and even the end users of the application. The applicant will therefore need to have strong inter-personal skills and be both versatile and organised with their time as well.

The ideal candidate will have experience in customer success or account management in either education, healthcare, technology or similar sectors. They will be result-oriented, self-starters with strong communication and project management skills.

You will also work closely with the sales and bid team supporting prospects, consultants, partners and existing customers as a subject-matter expert, leading up to the initial launch and ongoing throughout the client relationship.

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

Essential Job Functions

Customer Success

- Managing the transition from the client's acceptance of a 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
- Designing and 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
- Providing support, motivation and direction for the Client's Project Team
- Providing training to relevant teams in both train the user and train the trainer formats
- Ensuring clients are satisfied with the delivered project

- Driving industry best-practices to our customers through regular feedback sessions referencing quarterly system status reports; educational webinars and in-person meetings.
- Providing Account Management to customers once live, encouraging further use of core features and providing information and training on any newly developed features.
- Seeking opportunities to develop new CriticalArc business with the client, based on a deep understanding of the client's operations.
- Looking for referral leads from existing clients for new business which can be passed onto the sales managers.

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

- Ensure customer retention remains high in your allocated region.
- Generate Project Plans (via Wrike or MS Project) for each project which fully reflect the bid/deliverables requirements
- Complete project management in the deployment of the service providing regular updates and generating client buy-in from a variety of departments.
- 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)
- Attain a scalable expansion of client systems within their organisation
- 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.

Base pay range

£37,500/yr - £45,000/yr