

Customer Success Manager

Employment Type

Permanent

Base Salary

£ 30,000 - £ 36,000

Industry

Salesforce

Description

Do you really want to make a difference in the world? Why not become part of an organisation that is already making inroads to end homelessness in England? Of course, your passion here will be like any other regular job and still be bringing happiness to hundreds of thousands of homeless across the country.

My client is seeking the services of a Customer Success Manager who can join them and manage relationships with their customers using their client service management app. If you are looking for a career that is truly rewarding, both monetarily and humanely, this one is just for you!

What you'll be doing

- Developing a strong relationship with customers using the client service management application
- Creating and managing a trustworthy relationship with key clientele
- Monitoring customer satisfaction through surveys and more
- Using the survey results to highlight the causes of customer cancellations and how to prevent them
- Overseeing the annual customer renewal processes
- Holding regular review meetings with customers through call, email or in-person discussion
- Discovering opportunities for customers to optimise their application usage, Salesforce products, and training and consulting services
- Working on consumer concerns with the application team
- Discovering the advocates of the application and reference sites from the client data
- Communicating with customers about recent changes while highlighting best practice examples
- Developing, organising and maintaining the user community's website
- Staying up to date with all the latest Salesforce developments and releases
- Managing and supporting other projects according to the requirement
- Participating in team meets, staff days and all other meetings as needed
- Providing support to team members
- Demonstrating effective working practices
- Nurturing strong relationships within & outside the company
- Understanding, identifying and surpassing key stakeholders' requirements
- Communicating both verbally and in writing with the audience
- Creating and developing the innovative ability to bring in opportunities and solutions
- Showcasing understanding of the business while identifying and creating more business opportunities
- Demonstrating the full use of knowledge gained in specific areas while also learning & developing continually

Hiring organization

Third Republic

Job Location

Avalon house 57-63 Scrutton street,
EC2A 4PF, London, London, United
Kingdom

Valid through

April 30, 2020

What you'll bring to the role

- Administration of Salesforce and other SaaS systems
- Experience, skills and established success in sales and marketing
- Exceptional verbal and written communication abilities
- Excellent mathematical skills with minimum GCSE level in Maths
- Ability to communicate effectively with seniors and other key stakeholders
- Strong analytical, IT and business skills
- Prior experience in Customer Success Manager role
- Salesforce Certified Administrator
- Knowledge of the housing sector and homelessness
- Knowledge of client recording and service management applications
- Open to working outside the normal working hours and travelling across the UK
- Dedication to integrate the needs and voices of the homeless into work
- Good understanding of causes, consequences, and solutions for homelessness

Benefits

- Take-home salary of up to £36K annually
- Contributory pension scheme
- 30-days annual leaves
- Flexible work hours