

Role Profile

CUSTOMER SUCCESS MANAGER (CSM)

POSITION DESCRIPTION

Reporting to the Customer Success Director (CSD) the CSM will have responsibility for managing the Company's existing Client Database and the successful on-going delivery of software solutions. You will be the key point of contact between Vizolution and their customers, working to help them maximize the value they derive from the Vizolution products and solutions, further understand their emerging needs and help them align their programs with best practices and key success factors. You will be primarily responsible for all training deliverables of Vizolution's products and solutions and will provide front line services to clients to educate on effective license management, facilitate all training, explain new features and ensure license usage. You will take pride in ensuring customer success by being dedicated to your customers' deployment, adoption, and training to guarantee customer satisfaction.

Location

Based in our London office and required to visit other Vizolution offices and customer sites.

COMPANY BACKGROUND

Vizolution is an award winning and fast-growing SaaS company that provides customer experience technology to many global banks, telcos and utilities organisations. We are well funded, having received VC backing and a recent investment from a major global bank and we are entering an exciting period of growth that will further our expansion into North America, EMEA and APAC.

RESPONSIBILITIES

Reporting to the CSD you will be responsible for:

- Design a First Class Training and Delivery Program, to ensure buy-in from the Users and guarantee their immediate on-boarding;
- Become an expert in Vizolution's products, as customers will need help with training, deployment and adoption to ensure customer success, which drives their renewals;
- Design and Provide the Client with all necessary Training tools, such a Quick-Find Books, Quick-Cards, Surveys, webinars, blog to help them adopt faster to Vizolution products;
- Develop a strong understanding of the Vizolution products and match the solution to any of the client's immediate and potential needs;
- Manage a few key accounts
- Diligently pursue the creation and measurement of value from defining the Customer "Pains" and help design a customer journey that will help "heal" those pains, by defining solid success criteria and utilizing proper KPIs to improve them;
- Establish post-implementation adoption activities such as coaching, QBRs etc. so the overall success of the project can be closely monitored;
- Serve as a customer advocate in driving industry best practices and the evolution of Vizolution products integral to the customer's success;
- Identify expansion opportunities for each customer to further the value that Vizolution products offer.

QUALIFICATIONS, SKILLS AND EXPERIENCE

Qualifications

- Candidates must be BA/BS degree qualified (or equivalent). An MBA or MS may prove to be advantageous.

Skills and Attributes

- You will be driven by your passion for customer success and possess relentlessly high standards. You're not satisfied with the status quo, you thrill in your accomplishments but also know it's about doing and improving; You are strongly motivated, a self-starter and can demonstrate your success in high-volume, transactional environments.
- You will have strong interpersonal skills together with excellent verbal and written communications skills and have the ability to quickly engage customers, develop relationships and gain credibility;

- You are a genuine team player who works collaboratively and is used to liaising with all levels of seniority;
- You are accustomed to working in a cross-cultural environment and with clients of all backgrounds. You will be fluent in English (speaking, reading and writing) to meet the needs of the businesses client base. Additional native or fluent second language skills are considered highly desirable.

Experience

- To be successful, you will need to have experience in technical training delivery with a focus on SaaS with a proven track record of delivering training to 100+ users together with experience of working in both the professional services execution sector and you must have a strong background in 2 of the following fields: Training; sales, account management, training, professional services or management consulting. You will be experienced in gathering, analysing and reporting on data and will also be an expert in designing, delivering and monitoring the Customer Health Index (CHI) and have experience in working with CSM software.

TYPE OF PERSON

- Presentable and professional
- Good communicator
- Team player - High energy and self-motivated
- Stability within previous roles (time in post with most previous companies, typically > 2 years)