

**Job Title:** Customer Success Manager

**Department:** Customer Success

**Reports to:** Head of Customer Success

**Responsible for (if applicable):**

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**Overall purpose of the role:**

- Manage/Maintain/Upsell the company's accounts.
  - Resolve our customer's issues.
  - Retain our customers & reduce cancellation risks.
  - Actively work historical & recent cancellations to resign them.
  - Head office mainly based 5 days a week, using technology to conduct virtual face to face meetings.
  - Out of office face to face meetings completed when required.
  - No homeworking.
  - Participation in finding solutions to facilitate our customer's needs & requirements.
  - Achieve a monthly target & provide accurate weekly forecasts.
  - Work as a team with our customer success sales group and report to the team leader of CS.
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**Key Responsibilities**

- Platinum account management for our customers.
- Upsell customers within your account base to ensure a robust pipeline of opportunities.
- Maximize each customers potential spend.
- Identify potential referrals, and the decision makers within the client organization.
- Research and build relationships within each account.
- Set up meetings between client decision makers and company's practice leaders/Principals.
- Plan approaches and pitches.
- Work with team to develop proposals that speaks to the client's needs, concerns, and objectives.
- Participate in pricing the solution/service.
- Handle objections by clarifying, emphasizing agreements and working through differences to a positive conclusion.
- Use a variety of styles to persuade or negotiate appropriately.
- Present an image that mirrors that of the client.
- Deliver an excellent retention rate by monitoring usage & providing monthly reporting.
- Confidence to deliver product training or trial set-ups to customers via webinars, face to face sessions and presentations

- Attend trade shows & manage the stands & invite customers to participate.
- Forecast & deliver on KPI's on a weekly basis.
- Planning & preparation for every sales call.
- Accurate record keeping & daily updates on the company's CRM.
- Focused on avoiding customer cancellations.
- Can present a robust cancellation strategy.

### **Experience, Knowledge and Skills**

- Experience of working in a professional account management environment.
- Proven & tangible sales track record. P60's & league tables etc.
- Ideally lone working environment.
- Minimum 1 years' sales experience specifically focused on lone working is desirable.
- Experience in pipeline management.
- An understanding of the tender process.
- Experience of objection handling & a sales process.
- Very high standard of written English, skilled in editing copy to correct grammar, spelling and punctuation with the ability to shape compelling responses.
- Full licence with own car.
- Strong knowledge of IT.
- Skilled to manage delivery through direct reports and colleagues,
- Strong commitment to internal client care.
- Proactive, positive, and organised.
- Strong attention to detail and error-free delivery.
- Flexible and open to changing priorities and managing multiple tasks simultaneously within compressed timeframes.
- Ability to establish and maintain cooperative working relationships with team, colleagues and consultants/suppliers and stakeholders in a professional, consistent manner.
- Ability to exercise judgment to solve tactical problems where the answer is not apparent

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Please also be aware of and follow the Peoplesafe policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

Peoplesafe reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

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