

Job Title: Customer Success Manager

Department: Customer Success

Reports to: Customer Success Operations Manager

Responsible for (if applicable):

Objective:

The Customer Success Manager's primary responsibilities are to ensure customers maximise the value from Peoplesafe products & services, by monitoring customer health indicators to inform their approach. By delivering a healthy customer base, they maximise the probability of customer renewal.

Experience, Knowledge, and Skills

- Experience of working in a customer facing environment
 - Positive attitude and perspective
 - Highly organised in time and task management.
 - Uses initiative to take proactive action
 - Excellent attention to detail.
 - Effective problem solving
 - Able to set and maintain boundaries
 - Conflict Resolution & Objection Handling.
 - Self-motivated when working both individually and within a team.
 - Excellent interpersonal skills & stakeholder management
 - Communicates to a high quality, tailoring approach to reflect the audience.
 - Able to adapt easily to changes and develop own skillset
 - Good use and understanding of technology
 - Confident in managing challenging conversations with clients
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Key Responsibilities

- Become an expert in all Peoplesafe Products and Services
 - Be curious about your client's industry and gain a solid understanding of their industry
 - Become a trusted consultant with your client base, understanding our role within their Health & Safety Strategy
 - Monitor your Accounts' Health Scores and proactively troubleshoot any areas of concern relating to: CSAT, Adoption, Product & Feature Usage Etc.
 - Ensure your customers maximise the value of their service
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- Be prepared to hold challenging conversations with clients when raising areas of concern or handling customer complaints
 - Prepare for and contribute to every meeting you attend (both internal and external)
 - Work proactively and strategically to build key customer relationships acting as the Face of Peoplesafe
 - Be your client's internal advocate, receiving, managing and sharing feedback on the customers experience across Peoplesafe teams.
 - Lead meetings both internally & externally; record actions, make note of the person(s) responsible, and work to timelines. Ensure you hold people accountable to the actions captured guaranteeing progress to swift solution.
 - Handle objections internally and externally by clarifying, emphasizing agreements, and working through differences to a positive conclusion
 - Create, track and deliver Success Plans to help customers to achieve their goals
 - Ensure customer is in a healthy status to minimise the possibility of cancellation of services or subscriptions.
 - Deliver product/service training or trial set-ups to customers via webinars, face to face sessions and presentations
 - Attend trade shows & manage the stands, and invite customers to participate.
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Benefits:

- Hybrid and Remote options available dependent once probation is complete – Initially based at Epsom Head Office 5 days a week
 - Positive and collaborative team culture
 - Company benefits package after 6 months
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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
