

Job Description

Customer Success Manager

About Clientshare

- We are a London based B2B SaaS company, launched in 2017, that helps suppliers retain their most precious asset – their customers.
- Clientshare has two products, Clientshare Premium and Clientshare Pulse.
- Clientshare Premium is a private, secure platform for suppliers to evidence Service and Contract Governance for their most complex clients.
- Clientshare Pulse is a workflow tool for suppliers to deliver business reviews, get feedback from clients and manage risk.
- Our vision is to become the market leader in contract and service governance tools, used by enterprise and SME suppliers across industries and across the globe.
- Our clients include global brands like Telefonica Tech, Impellam, Compass, and Mitie.

Why Clientshare

We have an exciting opportunity for a Customer Success Manager to be based at our office near Liverpool Street, London. This role will give you the chance to make a real difference, offering up new challenges every day. Highly motivated, flexible, and organised candidates who enjoy working on a wide variety of tasks will find this position hugely rewarding. We are customer-obsessed, and results focused in everything we do and have a lot of fun in celebrating our achievements.

About the Role

The Customer Success Team are responsible for helping our customers get the best results from using Clientshare. The Customer Success Manager engages with our users virtually gaining feedback on Clientshare, how customers are using it, and providing coaching on how to get the best out of the software. The Customer Success Manager will be responsible for overseeing the implementation and on-going development of Clientshare within our clients' organisations.

Responsibilities

- Monitor use of our service within assigned accounts to identify trends, concerns, and dormant users.
- Deliver user coaching by phone/video call in order to build strong relationships, great users and useful feedback from our customer base.
- Promote our services to assist with increasing the adoption of Clientshare.
- Create and implement action plans to correct any negative trends within assigned accounts to increase usage and guarantee renewal.
- Help create user guides, best practice documents and video collateral that will support the adoption of Clientshare.
- Partner with Head of Customer Success to deliver the goals contained within the account plans for each customer. This will involve implementation and account reviews.
- Collect and document evidence on how our product is being used by customers to promote good news and demonstrate ROI throughout the customer lifecycle which will ultimately guarantee renewal.

Minimum Qualifications

- 2 – 3 years' experience as a Customer Success Manager within a SaaS environment
- Exceptional verbal communication skills, especially over the phone.
- Strong skills in core Microsoft Office tools (ppt, excel, word).
- A positive, polite, and friendly disposition.
- Excellent experience in a B2B phone / video calls role.
- Impeccable attention to detail, organizational skills, and a good grasp of data.

Salary Expectations and Benefits

- £35,000 to £40,000 + OTC (depending on experience)
- Company annual performance bonus.
- Flexible working.
- Opportunity to join share incentive scheme.
- Generous holiday allowance.

How to apply

Please send your CV to
george@myclientshare.com

Tell us a bit about yourself, what interests you, what you enjoy and why you're looking for a role like this.