

## Job Description

# Customer Success Manager

## About Clientshare

Clientshare is an exciting tech start-up that has created a completely unique SaaS product. Our platform Pulse increases retention by enabling B2B enterprises to uncover accounts at risk of churn and identify new growth opportunities. We digitise the quarterly business reviews process, measure CSAT and NPS easily across all accounts and provide Risk Analysis Dashboards to help senior leaders make decisions based on data-driven insights. Clientshare is already used by 1 in 3 FTSE 100 companies, including Compass Group and Mitie, and our Pulse product is currently growing at a rate of 300%.

## 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 celebrating our achievements.

## About the Role

The Customer Success Team is responsible for helping our customers get the best results from using Clientshare. The Customer Success Manager engages with our users, 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 ongoing development of Clientshare with our customers.

## Responsibilities

- Monitor use of our service within assigned accounts to identify trends, concerns, and dormant users.
- Deliver user coaching by phone/video call 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 support renewal.
- Help create user guides, best-practice documents and video collateral that will support the adoption of Clientshare.
- Partner with the 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.

## 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.
- Impeccable attention to detail, organizational skills, and a good grasp of data.

## Salary Expectations and Benefits

- Competitive salary.
- Annual performance bonus.
- Hybrid working.
- Employee share scheme.
- Private health insurance.
- Generous holiday allowance.

## How to apply

Please send your CV to

[george@myclientshare.com](mailto: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.