

Customer Engagement Manager

Location: Hybrid – home and office

Hours of work: 37.5 hours per week

Reports to: Head of Customer

Engagement

A Bit About Us:

We started up over 30 years ago, with the aim to make the lives of Manufacturers and Distributors easier and our aim has remained steadfast ever since. We like to think we have come this far because our customers know we want to help them - in the best way possible.

Microsoft Dynamics 365 is our tool of choice to help our customers achieve their business goals and we help our customers succeed because we believe in leading with business objectives, not technology. We take the time to develop an understanding of each customer's business while encouraging and educating them about best-practice processes.

We are a Great Place to Work® Excellence in Winner (over numerous years) and by having the right team in place (with the relevant skills and experience) as well as enjoying what they do and where they work, means we can deliver the projects that make a real difference to our customers.

Our obsession has always been to use technology to make our clients' businesses more efficient, and our people are critical to us in achieving this goal. With our people as our most valuable asset, our involvement in Great Place to Work® means we can continuously benchmark and improve our peoples' experiences to build and sustain great customer experiences.

Overall Responsibilities:

As a Customer Engagement Manager you will be our customers primary point of contact, creating and maintaining positive relationships! You will support them with all of their requirements with retention and satisfaction being the ultimate goal!

Main Areas of Responsibility:

- Arrange regular customer reviews to ensure advice is provided relating to the most effective approach to achieve their goals
- Manage relationships between Tecman and the customer – handling contracts, licencing, quotes, processing jobs and orders and approving timesheets for invoicing
- Identify expansion and other contract opportunities

- Manage our customer expectations to ensure that they are clear on what we can deliver and when we can deliver it
- Retain commercial ownership of customer projects including the attendance at steering meetings as and when required
- Excellent communication with team and other departments within the business; ensure other departments understand the ethos of the team
- Ability to handle multiple enquiries simultaneously

The Person:

You will be someone who enjoys working in a fast fast-paced environment with a desire to work in a dynamic and innovative company.

Experience

- 3 years' plus experience with Microsoft Dynamics Business Central/ERP or subscription-based software solution in a customer facing role

Communication

- Ability to work effectively in a team environment
- Exceptional customer service, communication and interpersonal skills, both written and verbal
- Collaborative with a courteous and professional attitude

Skills

- Self-motivated
- Passionate about helping others
- Commercially minded with the ability to build and maintain strong relationships with a problem-solving attitude
- Ability to learn new technologies and explain these to customers
- Clear and empathetic communication
- Proven track record of managing escalations from customers and delivering resolutions
- Exceptional time management abilities to efficiently manage a demanding workload
- Strong IT proficiency, including expertise with common software applications.
- Extremely strong administrative support required, including all Microsoft Suite

What we offer:

- A competitive salary depending upon experience

- Competitive annual leave that includes an entitlement to an extra day's holiday for each calendar six-month period completed with no sick leave.
- Access to our Employee Assistance Programme – offering a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.
- Pension scheme: eligible to join the company pension scheme 3 months after your start date with matched contributions up to 3%.
- Death in Service: you will be enrolled in our Company Death in Service Scheme (unless you wish to opt out) – the cover is for 4 times your salary.
- Private Health Insurance – you are able to join our Company Health Scheme upon commencement of employment
- A friendly and collaborative work culture, with regular social events
- A chance to work with some of the most talented and innovative people in the industry
- A continuous learning and development program, with opportunities to grow your skills and career

Diversity and Inclusion

Tecman is committed to promoting equality of opportunity for all employees and job applicants. We aim to create a working environment in which all individuals can make the best use of their skills and can express and develop their potential, from the moment they are hired and throughout their career, by offering a diverse and inclusive community that respects individuals and enables them to strive for success in order to contribute positively to the business, free from discrimination or harassment.

We are passionate about our employee's development, and we value potential and a growth mindset as much as experience and expertise and we therefore encourage you to apply, even if you feel you don't meet all of the requirements of the role as mentorship, coaching, development and support will be provided.

You must have the legal right to live and work in the United Kingdom.