

# Customer Success Manager

**Location:** Hybrid Office & Home – 1-2 days per week in the office with occasional customer visits

**Hours of work:** 37.5 hours per week

**Reports to:** Head of Customer Relations

## Overall Responsibilities:

As a Customer Success Manager, you will work alongside the existing customer service team to create positive relationships with customers by serving as their primary point of contact. Customer retention and satisfaction is the ultimate goal!

## Main Areas of Responsibility:

- Respond to enquiries and concerns from your assigned customers.
- Arrange regular customer reviews and advise on the most effective approach to achieve their goals.
- Manage the relationship between the business and the customer – handling quotes, contracts, licencing, processing jobs and approving time sheets for invoicing.
- Identify expansion and other contract opportunities within your customers.
- Ensure our customers have realistic expectations and they are clear of what we can deliver, and when we can deliver it.
- Ensure regular contact with every assigned customer.

## The Person

You will be passionate about providing excellent customer service and who enjoys working in a fast-paced team for a dynamic and innovative company.

If this is you, then you might be the perfect fit for Technology Management.

## Experience

- Ideally a minimum of 3 years' experience working with customers in an account management role, preferably within the IT/software sector.

### Communication

- Ability to work effectively in a team environment.
- Exceptional customer service, communication and interpersonal skills, both written and verbal.

### Skills

- Clear and empathetic communication.
- Building and maintaining strong relationships.
- Proven track record of managing escalations from customers and delivering resolutions.

### 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.**