

Customer Engagement Manager

Hours of Work: 37.5 per week

Reports To: Lynne James

Overall Responsibilities:

Responsible for creating positive relationships with customers by serving as their primary point of contact. Customer retention and satisfaction is the ultimate goal!

Main Areas of Responsibility:

- Responds to enquiries and concerns
- Arranges regular customer reviews and advising the most effective approach to achieve their goals
- Manages relationship between business and customers – handling contracts, licencing, quotes, processing jobs and orders and approving time sheets for invoicing
- Identifies expansion and other contract opportunities
- Ensure our customers ultimately have realistic expectations, and they are clear of what we can deliver, and when we can deliver it
- Ensures regular contact with every customer
- Retains commercial ownership of customer projects and attends steering meetings as appropriate

Skills and Experience:

- 3 years+ experience with Microsoft Dynamics Business Central, or another ERP or subscription-based software solution in a customer facing role
- Excellent communication skills
- Commercially minded with the ability to build strong relationships
- Time management skills necessary to handle a heavy workload
- Solid IT skills including a proficiency with common software applications