

Customer Success Manager

This is an opportunity to join a specialist eCommerce website developer and system integrator providing ecommerce, software development, marketing and technology services. We help our customers build and transform their Ecommerce businesses worldwide.

Role: You will be working across multiple verticals and with a diverse mix of brands, helping them to achieve their online growth aspirations. Used to working in a dynamic agency environment, you will play a pivotal role in driving success for both our customers and our business. A sound understanding of ecommerce, SaaS and having a customer centric focus, will be key to your success in the role. With repeated year on year growth and an aggressive growth strategy ahead, this is an exciting time to be joining us.

Responsibilities:

- Effectively manage a portfolio of key accounts
- Focus on continual growth opportunities for each customer account by selling and managing retainers as well as cross selling/up selling our portfolio of services
- Work closely with our Support team to ensure tickets are progressed in a timely manner
- Run Quarterly Business Reviews
- Foster a trusted advisor relationship with customers to help drive towards their goals
- Act as the primary point of contact for the customer
- Proactive in customer on boarding and kick off meetings
- Be the 'voice of the customer' and provide feedback back into the business
- Increase customer retention

Requirements:

- 3+ years of hands-on experience in Account Management or a client-facing role
- Experience with Ecommerce, SaaS platforms and services, their adoption, integration and ongoing use
- Excellent communication skills. Ability to set expectations and communicate goals and objectives with customers at various levels
- Ability to track and influence customer behaviour across a portfolio of accounts
- Experience in project coordination or management; able to track and manage the moving parts of multiple projects
- Strong presentation skills
- Team player
- Excellent organisational, multi-tasking and inter-personal skills
- Must enjoy working collaboratively across multiple teams