

Customer Success Manager, Construction

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Company: Autodesk

Location: United Kingdom

Category: other-general

Position Overview

We are looking for Construction Technology professionals who are passionate about driving digital transformation throughout the construction industry.

Reporting to the Manager of Construction Customer Success, you will build lasting and meaningful relationships with some of the largest AECO organisations in United Kingdom and Ireland. You will develop and manage the Customer Success Plan and partner with the Sales Executive to plan and achieve the expansion of relationships, project adoption and revenue. You will do this through increasing the adoption of the Autodesk Construction Cloud platform and documenting value delivered.

Responsibilities

Be accountable for the relationship health of a selected portfolio of accounts

Develop Customer Success Plans, with documented value delivered

Improve Autodesk Construction Cloud Adoption within these accounts by solving customer challenges with our technology. Thereby increasing Monthly Active Users, Projects and functionality in use

Mitigate any churn risk and guide expansion discussions

Become an expert in our Autodesk Construction Cloud Platform, in current functionality and roadmap

Minimum Qualifications

In-depth knowledge of the construction industry and processes

Proficient in problem solving

Familiar with the Construction Technology Ecosystem

Experience communicating the value of technology and its features to customers

Ability to travel when required

Experience in building face-to-face relationships with customers

Preferred Qualifications

5+ years experience in the Construction Industry or Construction Technology Industry - (i.e. Account Manager, Customer Success Manager, Digital Lead, BIM Manager, BIM Coordinator, Project Manager, Project Engineer, Quality Manager)

Advanced knowledge of AEC workflows and awareness of BIM solutions focused on Construction

Extremely beneficial would be detailed understanding of our ACC Platform or similar CDE and Construction/Project Management solutions

About You

You are passionate about digitisation and progress in the construction industry

You are comfortable proposing and building processes that will allow our organisation to grow, and collaborate with numerous team members, both internally and externally on site or in the board room

You have a curious nature to uncover and understand customers challenges, industry trends and required workflows when adopting new technology and recommend best practices to increase and realise return on investment

Confidence to understand customer business use cases to provide product feedback from customers and contribute to product roadmap discussions

Excited by technology and happy to get into the product detail

#LI-IS1

Learn More

About Autodesk

Welcome to Autodesk! Amazing things are created every day with our software – from the greenest buildings and cleanest cars to the smartest factories and biggest hit movies. We help innovators turn their ideas into reality, transforming not only how things are made, but what can be made.

We take great pride in our culture here at Autodesk – our Culture Code is at the core of everything we do. Our values and ways of working help our people thrive and realize their potential, which leads to even better outcomes for our customers.

When you're an Autodesk, you can be your whole, authentic self and do meaningful work that helps build a better future for all. Ready to shape the world and your future? Join us!

Salary transparency

Salary is one part of Autodesk's competitive compensation package. Offers are based on the candidate's experience and geographic location. In addition to base salaries, we also have a significant emphasis on discretionary annual cash bonuses, commissions for sales roles, stock or long-term incentive cash grants, and a comprehensive benefits package.

Diversity & Belonging

We take pride in cultivating a culture of belonging and an equitable workplace where everyone can thrive. Learn more here:

Are you an existing contractor or consultant with Autodesk?

Please search for open jobs and apply internally (not on this external site).

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