

United Kingdom Jobs Expertini®

Customer Success Manager I

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Company: Forrester Research, Inc.

Location: United Kingdom

Category: other-general

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About This Role:

As a member of Forrester's customer success organization, this individual is responsible for the engagement value delivered to Forrester's largest clients. The Customer Success Manager will orchestrate the customer journey through proactive engagement strategies. The successful candidate will guide Forrester's B2B clients to their desired outcomes while driving great value in their partnership with Forrester. By monitoring the health of customer relationships, this individual will predict and navigate customer challenges and offer solutions that drive satisfaction, retention, and additional enrichment opportunities.

Job Description:

Strengthen the B2B client's relationship health post-sale by deeply embedding in the account to drive high engagement. Serve as a client advocate, driving strong renewal rates and higher enrichment by understanding the client's business initiatives and mapping them to Forrester's portfolio of products and services.

Create, execute, and deliver a strong B2B client engagement strategy, informed by the

client executive's overall account strategy. This includes the execution of services provided to the client; formal and informal client check-ins; onboarding; partnership reviews; and the delivery of other value-added services based on the mutually agreed-upon engagement plan with the client.

Align with the client executive on the account strategy. Meet regularly to discuss account health, value capture, and engagement levels and to share potential new enrichment opportunities.

Leverage the support of the customer success specialist to ensure the largest impact on client engagement and value delivered while efficiently servicing the account.

Orchestrate the quality and timely delivery of products or services purchased by working with the relevant ecosystem partners in the product, research, and/or consulting organizations to ensure that client success measures are met and value is maximized.

Job Requirements:

Some experience driving successful solution-oriented client engagement; handling difficult internal and external business challenges; and delivering exceptional client service resulting in high client retention.

Experience in managing projects with multiple stakeholders and systems, sometimes globally, and working within tight project and client timelines with resource constraints.

Experience in building successful senior-level business relationships and facilitating conversations at all levels, including the C-suite.

The ability to work in a high-energy, fast-paced environment, collaborating with other divisions to achieve strong results.

Relevant business experience demonstrating a commercial mindset and an understanding of selling moments.

Relevant industry experience working in a B2B setting and a familiarity with the typical challenges faced by B2B clients in leading change.

Successful navigation of business processes.

A high degree of organization and proficiency in leveraging internal systems.

Successful navigation of business systems and processes to obtain high client advocacy and business results.

Strong storytelling abilities, verbal and written communication, and social interactions and a proficiency with technology.

We're a network of knowledge and experience leading to richer, fuller careers. Here, we're always learning. Whether you want to hone your strengths or discover new ones, Forrester is the place to go for it. It's a place where everyone is given the tools, support and runway they need to go far. We'll be right there beside you, every step of the way.

Let's be bold, together.

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Here at Forrester, we welcome people from all backgrounds and perspectives. Our aim is for all candidates to be able to fully participate in Forrester's recruitment process. If you would like to discuss a reasonable accommodation, please reach out to.

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