

Customer Success Manager, Mid Market

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Company: Deputy

Location: London

Category: other-general

Responsibilities Identify and proactively engage with your customers one on one at key moments of the customer lifecycle to prevent churn, handle escalations, drive success and empower them to grow on the Deputy platform Drive an increase of Adoption (Utilisation Score), Net Promoter Score (NPS), Revenue Expansion and Retention of your customers Leverage data to identify trends and opportunities to engage with customers 1 on 1 to solve adoption challenges, increase retention, uncover strategic growth opportunities, and address general customer concerns and feedback Be a trusted advisor to customers by consulting on Deputy and the trends in workforce management, time & attendance industry and the wider ecosystem Focus to increase key metrics like Adoption (Utilisation Score), Net Promoter Score (NPS) and Net Revenue Retention (NRR) across the mid-market customer segment Advocate for the customer by representing their feedback and issues internally to improve customer satisfaction and the overall Deputy platform Support implementation and renewals of your customers by being a key resource to the Implementation and Account Management functions Collaborate on high-priority internal projects that evolve the Customer Success function to better meet our customers needs

Qualifications 3+ years with relevant customer-facing experience in a B2B customer success or a relationship management role, ideally from one of the following industries: SAAS, cloud, marketing, media, payroll, HR or time & attendance. Bachelor's degree or relevant work experience Experience managing and driving success at scale in a portfolio of mid-sized accounts Passionate about being the voice of the customer internally, and comfortable with working cross-functionally to drive customer outcomes An ability to understand client objectives and think strategically/ creatively on ways to achieve them

Comfortable with testing new approaches to drive customer engagement and success throughout the customer lifecycle Excellent written and verbal communication skills across all levels in a business, in particular a strong telephone presence and web presentation skills are all essential Strong technical aptitude, excellent computer skills, and passion for technology Previous use of Salesforce or similar CRM system Enjoys working in a fast paced, ever changing startup environment Ability to travel as needed Employee Perks - Highly collaborative working environment- Flexible co-working space in central London at Uncommon Liverpool St - Free happy hours, afternoon tea, networking, and professional events- Employee stock ownership from Day 1- Employee pension matching programme- Private health and dental insurance- Paid parental leave to support you and your family- Flexible holiday time, including 2 celebration days per year for those special moments- Work from home stipend to help you get set up and succeed from home Deputy believes in equal opportunity and that inclusiveness and diversity promotes innovation. Our global team members are from a variety of cultures. And we welcome different perspective and skills. #LI-Hybrid

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