

## Customer Success Manager

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Company: Calabrio

Location: United Kingdom

Category: other-general

Calabrio is seeking a Customer Success Manager to join our growing Revenue organization! In this role, the CSM is directly accountable for your customers' successful product deployment, adoption, retention, and advocacy. The right candidate is an expert relationship builder and deeply understands their customers' business models, core problems, and critical use cases and has a deep understand in the CCaaS/WFO space. If you are technically savvy, love building relationships, are solutions oriented, thrive on wowing customers, and will go above-and-beyond to serve our customers, this role is for you!

### **What you'll be doing:**

#### Customer Engagement

Act as a business partner to the customer, presenting opportunities and showcasing the utility of the contact center. Engage with stakeholders at C-level within the customer's organization.

Conduct stakeholder mapping and decision maker analysis, fostering close relationships with the identified individuals.

Promote expansive thinking and progressive strategies within the contact center environment.

#### Adoption of Product

Drive adoption to Calabrio products to insure depth of knowledge and expansion

within the product portfolio.

Align customer needs with solutions offered by the product suite.

Provide recommendations for next steps and long-term strategies.

## Sales

Identify and close upsell and cross-sell opportunities.

Retain and renew customers.

Create advocates for Calabrio; Referenceable accounts, case study participants, etc.

## Internal Influencer

Partner with internal Calabrio experts to provide additional consulting, sales, and product demonstrations.

## Requirements

7+ years of Account Management, Business Development, Customer Success, or similar background, preferably within a CCaaS organization.

Proficiency in WFO products (WFM, QM, Analytics or Reporting) is required.

Demonstrated success working with large enterprise customers.

Utilize a consultative style and approach to understand customer needs and translate into practical applications.

Skilled in identifying customer needs and supporting their expansion.

Capable of forecasting expansion opportunities and understanding business impact.

Collaborate effectively to achieve results internally.

Possess financial and contract acumen to manage core accounts, account receivables, and contract terms and conditions.

Demonstrate proactive and professional communication skills.

Willingness and ability to travel up to 20%.

## **Benefits**

### **Calabrio People are: Open, Clear, Ambitious, Accountable, Collaborative, Consistent**

What we value most...workplace diversity and ensuring an environment of mutual respect.

We believe that diversity and inclusion are critical to our success, and we are proud to be an equal opportunity employer.

Our commitment is to continue to keep our people healthy, focused, and creative. We've built a company culture where you'll feel motivated and truly excited to come to work.

Calabrio is driven by the diversity of our talented team members who come from a wide variety of backgrounds and lifestyles. As an equal opportunity employer, we always consider and embrace ALL individuals including what makes them unique. We believe our team members should be happy and healthy, with peace of mind and a sense of accomplishment.

### **About Calabrio:**

Calabrio has joined forces with some of the best minds and most progressive concepts on enriching human interactions through our customer experience intelligence platform. For you, that means working on high-performing innovative teams that combine their incredible ideas in one incredible company.

Our team members are offered comprehensive benefits for various life circumstances and needs, great opportunities for career development, and a balanced work-life to achieve personal and professional success (all benefits are subject to eligibility requirements).

### **Awards & Accolades:**

Calabrio has 300 Global Partners, more than 2.25 million agents, and over 7,000 customers worldwide. We've been doing this for more than two decades and have been recognized by leading independent third parties such as Gartner, Forrester, and G2 Crowd as a leader and visionary.

Calabrio celebrates and fosters a culture that thrives on diversity. We are an Equal Opportunity Employer that prohibits discrimination and harassment of any kind. We provide employees with a work environment free of discrimination and harassment. All employment decisions at Calabrio are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, parental status, or any other status protected by the laws or regulations in the locations where we operate. We celebrate the >40 nationalities

of team members that contribute to our success.

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