

## Customer Success Manager

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Company: Community Brands

Location: United Kingdom

Category: other-general

### Overview

We have identified the need for a Customer Success Executive (CSE), which will be a key position within the existing Customer Success Team that now has a broader remit across all UK brands. The purpose of the role is to maintain the existing school engagement product customers, specifically our Parentapps client base, while utilising the group brands at your disposal to upsell and mitigate churn. This role includes responsibilities for customer success activities (e.g., adoption, advocacy, retention, etc.) and outcomes (e.g. renewals, cross-sell, etc.). The CSE will empower customers to achieve their goals through smart utilization of our software, which in turn ensures loyalty and a high rate of retention. In addition to developing relationships with clients and becoming a trusted advisor, the CSE is responsible for upselling and contract renewals for a strategic segment of our customers. They will have a strong understanding of their customer's success objectives and the ability to identify and articulate how our solution supports achievement of the customer's ambitions and goals. They will manage the customer experience across their segment of customers meeting agreed retention and usage targets, while pursuing relationships with current accounts and seeking business expansion opportunities for our flagship products, in partnership with the sales team. They will also have detailed knowledge of products and services being offered to supplement service and support activities. Performance will be measured by customer satisfaction, churn and retention KPIs.

Responsibilities & Qualifications

**A Day in the Life**

- Manage agreed customer success outcomes and strategy
- Maintain customer records and practice good CRE hygiene
- Regularly report back to the business on progress of agreed KPIs
- Review and adapt motions to minimize churn and maximize revenue
- Continue to broaden or develop professional services revenue
- Maintain and extend existing contracts for as long as viably possible
- Review usage statistics to spot 'at risk' customers
- Minimize churn by mitigating non-product related loss reasons
- Use creative methods to improve client NPS
- Leverage business tools and reporting to validate assumptions and analyze trends

### **We are looking for someone who brings...**

- 2+ years' experience in customer-facing sales, support and/or retention within software organizations
- Good knowledge of the products and a passion for the market segment they serve
- Ideally a combined background of post-sale and sales experience
- Strong empathy for customers and their needs
- Demonstrated desire for continuous learning and improvement
- Excellent communication and presentation skills
- Relevant degree or equivalent qualifications

### **It would also be pretty great if you have...**

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### Total Rewards

#### About Community Brands UK

Great Technology doesn't make the difference, great schools and inspired teachers do, but it can help! Every day, we are driven by a shared purpose of letting technology do what it does best, creating space and time so that school staff and teachers can do what they do best, creating a better future and opportunities for all young people.

Our philosophy is to effectively 'create time' by helping to restructure the day, modernising the way schools use technology to streamline everyday processes, we lead the way in our

sector, helping more schools daily than any other independent education technology company in the UK. Assisting schools in handling complex and time-consuming processes through providing tools, data, and structure to help them operate more efficiently.

Teachers2Parents, SchoolMoney, Parentapps, Groupcall Messenger, xporter, Wisepay and Assembly Analytics are just some of the market leading brands forming Community Brands UK. All together, we supply to over 18,000 schools, with another 24,000 schools using our data integration indirectly. We are a strong and capable company with a history spanning over 60 years.

Community Brands UK is part of the Community Brands family providing software that powers non-profits, associations, and K-12 schools to engage with the people they serve through programs and events, raise funds to enable their mission, and manage their financials and operations.

With over 1,600 employees in the US, Canada, UK, Australia, India, and the Philippines, we know that our success is driven entirely by the people of Community Brands. Through professional opportunity, we strive to give each person a clear path to success and personal growth. We embrace diversity and believe that our differences in experience and perspective are the key to our sustained success.

We are #togetherstronger

Why work here?

Full personal membership to our private healthcare, AXA PPP

25 days of holiday, plus the bank holidays

Generous paid sick leave

Enhanced paid parental leave

Membership to our Death in Service Insurance scheme which provides 4x your salary to your loved ones

Generous salary sacrifice pension scheme

Community Brands are an equal opportunity employer, committed to being a successful, caring and welcoming place for all employees. We want to create a supportive and inclusive environment where our employees can reach their full potential, without prejudice and discrimination. We are committed to a culture where respect and understanding is fostered,

and the diversity of people's backgrounds and circumstances will be positively valued. We therefore treat everyone on the basis of their talent and cultural capability, and nothing else. Community Brands aims to achieve equality by removing any potential discrimination due to protected characteristics defined in the Equality Act 2010.

### **Additional factors**

All persons hired will be required to

Verify their identity

Provide proof of the right to live and work in the UK

Complete and satisfy any pre-employment checks

#LI-SC1

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