

United Kingdom Jobs Expertini®

Customer Success Manager

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Company: Five9

Location: United Kingdom

Category: other-general

Responsibilities:

Customer-centric Focus: Develop and maintain strong, long-lasting customer relationships by becoming a trusted advisor to a dedicated portfolio of clientsCollaborate with customers to define and track key performance metrics and ensure they are meeting their objectivesProvide regular updates, reporting, and quarterly business reviews to customers and Five9 leadership on customer success and engagementIdentify and address any potential issues or risks that may impact customer satisfaction or retention

Strategic Thinking : Understand customer business goals and challenges to align Five9 solutions that drive success and value for the customerProactively identify and address customer issues or concerns, and provide effective solutionsUse data and analytics to track and measure customer success metrics

Cross-functional Collaboration: Work closely with internal teams including Professional Services, Product, and Support to ensure customer satisfaction and retentionCoordinate with Sales and TAMs on increased business opportunities within the account base

Key Qualifications:

Bachelor's degree in a related field or 5 years of equivalent work experience

Proven experience in customer success, account management, or a related role

Excellent communication and interpersonal skills

Strong problem-solving and analytical abilities

Must be self-directed and self-motivated

Proven ability to manage multiple projects at a time while paying strict attention to details

Ability to work in a fast-paced and dynamic environment

Familiarity with contact center technology and the SaaS industry is a plus

CRM and customer success management software experience is preferred

#LI-ND1 #LI-REMOTE

Five9 embraces diversity and is committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better we are.

Five9 is an equal opportunity employer.

Our headquarters are located in the San Francisco Bay Area with global hubs in the United Kingdom, Germany, Philippines, Portugal, and Australia.

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Note: Five9 will never request that an applicant send money as a prerequisite for commencing employment with Five9.

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