

United Kingdom Jobs Expertini®

Customer Success Manager

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Company: Guidebook

Location: United Kingdom

Category: other-general

ABOUT THE JOB:

Guidebook's EMEA office in London was opened in 2014, 3 years after Guidebook was formed. Our EMEA business has grown steadily with a lean team, and we are looking to add a self-starter to the team who can help us continue growing.

The Guidebook team is seeking a support-passionate individual to join as a Customer Success Manager (CSM). This individual will work with a broad spectrum of strategic accounts and SMBs (Small and Medium Businesses) to ensure a seamless onboarding process and identify opportunities for customers to extend their relationship with Guidebook. The CSM will also handle a small volume of front-line support for the EMEA business region and will partner closely with the global Customer Support team to understand salient trends to better serve our customers.

Our team values collaboration, and the CSM will have the opportunity to help continue developing the renewals function by defining the role and responsibilities and shaping key processes. This position requires the ability to gather and assess customer goals, translate the customer objectives into strong Guidebook best practices, and to creatively and proactively deliver playbooks for success to their customers. The CSM will also flag to Account Managers any positive indicators for upsell and identify any account risks, helping customers to achieve a positive ROI and increase their spend with Guidebook.

The CSM will be a resident Guidebook expert, responsible for thoroughly understanding our apps and content management system, and applying that knowledge towards our customers' success. We're looking for someone with a proven mix of customer success and

technical support skills, who is passionate about keeping clients happy and making sure they have the best service experience whilst using our solution. The right person for the role will take great satisfaction in seeing accounts use Guidebook effectively and grow their usage, and in using their voice to contribute directly to the company's success.

WITHIN 3 MONTHS, YOU'LL:

Achieve a working knowledge of our Builder CMS and customer onboarding process.

Learn the support process by answering questions via email, live chat and phone.

Collaborate with clients to build incredible content into their apps, and aid in app submission to the Apple and Google Play stores.

Help fellow Guidebookers find answers to their technical questions.

Learn innovative ways to leverage the Guidebook platform to solve an array of important business issues for customers.

Analyse usage metrics to understand how the customer is using Guidebook, including evaluating product adoption, and begin to understand the ROI of our tool.

Begin to support the renewal business on a quarterly basis and develop an understanding of our subscription model.

WITHIN 6 MONTHS, YOU'LL:

Achieve mastery of our Builder CMS and app build process.

Become an expert at supporting our clients via email, live chat and on the phone.

Analyse customer feedback to create standards for continuous process optimisation.

Work closely with the Account Management team, sharing best practices and ensuring clients are maximising their subscriptions.

Become comfortable using Salesforce, working in direct partnership with our sales team throughout the customer lifecycle.

Share your learnings to ensure organisational adoption, positive ROI, and expansion of our product.

Work with product management to translate business needs to product requirements and craft new solutions for customers.

Begin working directly with your teammates to assess key team needs and work with your manager to bring those needs to life.

Own EMEA onboarding workshops and be the first point of contact for many of our customers post-sale as they navigate their first deployment.

WITHIN 12 MONTHS, YOU'LL:

Work closely with cross-functional teams to support high-profile client deployments and partnerships.

Research new verticals and generate ideas for expanding Guidebook in different opportunities, including higher education, community centres, and personal events.

Develop product feature specifications in collaboration with the Product and Marketing teams.

Identify and implement process improvements to scale the role.

Refine your priorities to focus energy towards the accounts with the highest success potential. As a shareholder, we want you to take great satisfaction in impacting revenue and company value.

Be an integral part of supporting our whole sales team and client base, not only in EMEA, but globally.

Work to make the rest of your team better – because they should be making you better too!

OTHER CHARACTERISTICS OF THE IDEAL CANDIDATE:

Impeccable time management and multi-tasking skills.

Attention to detail and strong organisational skills.

Ability to work in a high-energy environment; team player.

Demonstrated problem-solving capability and desire to constantly improve our system.

Positive and energetic phone skills, excellent listening skills, and strong writing skills.

Highly proficient with standard corporate productivity tools (email, MS Office, especially Excel)

Strong communication skills and attention to detail, and ability to manage time to deploy a wide range of projects.

1+ years of a client-facing role and/or sales experience from a high-tech company, with a heavy emphasis on customer service.

Experience developing strategies on assigned accounts to fully leverage technology solutions.

Track record of leading projects from conception to closure, and experience leveraging internal resources to get things done.

Experience with Customer Relationship Management (CRM) and Customer Support (CS) platforms.

Confidence to perform informative and compelling virtual demos and training calls.

Here at Guidebook, we like to hire problem-solvers and hard-working individuals with a growth mindset.

PERKS:

Unlimited vacation time

Stock options

Awesome company culture and fun virtual hangouts

MacBook and accessories to make you comfortable working from home.

EQUAL OPPORTUNITY EMPLOYER:

At Guidebook, we're committed to cultivating an inclusive work environment for everyone – and we know that's best achieved, in part, with a diverse workforce. We're working on increasing diversity across the company. If you're looking to join a team that is smart, highly motivated, and also values work/life balance, we can't wait to hear how you can add to our growing culture!

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, colour, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or

any other federal, state or local protected class.

If you want to help our team do amazing things, then we want to hear from you! Please send us a cover letter and resume.

LOCATION:

Anywhere (remote) within the United Kingdom. We mainly work from home, but head into a co-working space in central London once a week.

COMPENSATION:

Depending on experience, a reasonable estimate of the current annual salary range for this role is £30,000 to £34,000 base, plus £4,000 to £6,000 in annual commissions.

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