

United Kingdom Jobs Expertini®

Customer Success Manager

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Company: Onfido

Location: United Kingdom

Category: other-general

As a Customer Success Manager at Onfido you will:

Manage a Book of Business of around USD 3-4 Million

Focus on ongoing customer satisfaction, solution usage, risk assessment and mitigation, renewals and growth

Work side-by-side with our Account Executive, Renewal and Product teams to retain a strong service offering and deliver the best Onfido experience possible to our customers throughout the customer lifecycle

Together with our onboarding team, ensure a smooth client onboarding, change management and integration phase

Develop and manage long-term partnerships with key customers and stakeholders

Drive and coordinate various projects to achieve strategic growth objectives of your customers and Onfido

Solve client challenges by working in partnership with clients and presenting solutions

Be the voice of the customer internally, including feeding customer priorities into the Product team (issues and enhancements)

Focus on personal and team development to improve team performance to enable us to scale more effectively (best practice sharing)

We're looking for a Customer Success Manager who has a combination of:

3+ year's relevant experience in Customer Success Management / Client Service / Technical Account Management / Implementation

Experience in managing a Book of Business with an average customer value of around USD 100K-400K along with quarterly KPIs such as revenue usage and retention rates

Strong project management skills

Good commercial business and technical acumen in understanding client challenges with IT development and deployment, especially in the SaaS market.

Business solutions focus, with emphasis on helping customers meet business outcomes

Demonstrable Stakeholder Management skills, both within service providers and customer teams

The ability to communicate and present complex information concisely with sound reasoning and strong attention to detail. Used to being the voice of the customer internally, including experience of partnering with Product teams, dealing with prioritisation and demand management problems

Service Delivery skills being comfortable monitoring performance and dealing with issue management, resolving problems that help the client and the service provider

Evidence of good data analytical skills

Experience working in SaaS environments preferred

Experience with Tools such as Salesforce, Gainsight, and analytical tools preferred

Additional European languages would be an advantage

#LI-LS1 **Onfido Culture** Onfidoers share a set of and want to hear from you if you believe in: > **Succeeding together**; you work collaboratively and put the team first > **Taking pride**; you care about quality, producing great work and customer / user outcomes > **Creating customer buzzy**; you demonstrate a strong user / customer focus > **Learning things & sharing them**; you have a natural curiosity and default to sharing knowledge with others > **Finding a better way**; you're adept at finding solutions, experimentation and innovating to

make things better **Benefits** We're committed to making Onfido a fantastic place to work, so we go to great lengths to give you what you need to succeed. You will receive: > 25 days annual leave plus a day off for your Birthday. > Two paid volunteering days per year.* > Bupa Private Medical and Dental Insurance* > Life Assurance (3x Annual Base Salary)* > Pension with The People's Pension (employer contribution 4% of base salary)* > Generous paid parental leave > Free mental health coaching provided online > Life enrichment allowance of up to £80 per month to use for services including gym, yoga, fitness classes, massages, childcare, and therapy > Dedicated learning opportunities including using tools like Learnerbly with availability to use for learning resources such as books, coaches, conferences, courses, podcasts, and more > Our open and transparent culture is reflected in our "Better Together" motto and we bring this to life by meeting once a week for our global weekly roundup (On Thursday); holding quarterly team socials, and other company-wide social events > Expense up to £300 (or local equivalent) to purchase workstation setup equipment > The opportunity to become a member of Onfido's resource groups in order to learn different skills in our belonging groups* after passing probation

Onfido Balance Personal hyper-growth requires a fast-moving environment, a clear career development plan and—crucially—looking after ourselves. Onfido Balance is the toolkit we've developed to succinctly communicate our benefits offering: > Our **Body** benefits prioritise health, wellbeing, exercise and recovery. > Our **Head** benefits are focussed heavily on learning whatever your learning style, mental wellness and flexible working. > Our **Heart** benefits are framed around sharing our success with our peers, our local communities and our future selves in the form of equity, corporate social responsibility and better togetherness. **Check out Life at Onfido via our !**

Onfido is committed to creating a diverse and inclusive work environment. We're always on the lookout for talented, passionate people and encourage applications from all backgrounds regardless of age, disability, gender, sexual orientation, parental status, race or religion. If you need reasonable accommodation at any point in the application or interview process, please let us know.

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