

United Kingdom Jobs Expertini®

Customer Success Manager

[Apply Now](#)

Company: SIX Payment Services

Location: United Kingdom

Category: other-general

Customer Success Manager

Date posted 02/04/ Location Edinburgh | United Kingdom Company Worldline

Customer Success Manager

Dalgety Bay, Scotland

This isWorldline

We are the innovators at the heart of the payments technology industry, shaping how the world pays and gets paid. The solutions our people build today power the growth of millions of businesses tomorrow. From your local coffee shop to unicorns and international banks. From San Francisco to Auckland. We are in every corner of the world, in every part of commerce. And just as we help our customers accelerate their business, we are committed to helping our people accelerate their careers. Together, we shape .

The Opportunity

At Worldline, our technology addresses persistent challenges of the payment world. We design and operate leading digital payment and transactional solutions that enable sustainable economic growth and reinforce trust and security in our societies. If you are a highly-skilled Customer Success Manager, then get ready to join our company!

We have many hardworking and dedicated peers that would love for you to work with them.

We are committed to continuous improvement and customer experience. We are always looking for new and innovative ways to improve quality, reduce costs, build excellent solutions, and grow customer happiness. We would like to welcome an organized, innovative and

process driven colleague to our team.

Day-to-Day Responsibilities

You lead and have accountability for the end-to-end service and experience of a portfolio of customers

You review, manage and report deviations to SLAs including development of any service improvement plans and co-ordination of incidents and root cause analysis

You lead and co-ordinate necessary service improvement actions and own the improvement plan, including regularly reviewing with the customer and bringing the necessary technical or senior input into the process.

You coordinate and report on root cause analysis for major incidents and report back to the Customer and internal senior stakeholders in a timely manner

You report on and track problems and issues relevant to your customers and present timely and insightful updates to relevant stakeholders, driving forward continuous improvement activity to ensure problems and issues are fully and effectively resolved

You chair regular monthly service reviews, record and track actions, and report performance to the customer's Service Manager and facilitate a common review against agreed service levels

You lead any in-life change requests on the services coordinating the impact assessment and implementation of such changes into the Worldline organisation

Who Are We Looking For

We look for big thinkers. People who can drive positive change, step up and show what's next – people with passion, can-do attitude and a hunger to learn and grow. In practice this means:

You have sophisticated skills in analysing complex data to produce succinct information appropriate for its audience

You have strong and proven experience in relationship management, problem solving and communicating (written & oral) effectively with internal and external stakeholders at all levels

You have proven experience in building excellent relationships with senior executives

You possess a good working knowledge of Excel and other Windows based programs

(Word, PowerPoint, etc.), and have the ability to organize and analyze data in a structured manner

You pride yourself on your excellent organisational skills required to manage end to end service processes

You have the attitude and ability to be flexible and work to the changing priorities demanded by the customer requirements

You are easily able to move between the detail and the big picture on issues in understanding and explaining the complexity of challenges and possible solutions

You have proven experience managing customer escalations, displaying sensitivity towards customers while protecting Worldline interests

Perks & Benefits

At Worldline you'll get the chance to be at the heart of the global payments technology industry and shape how the world pays and gets paid. On top of that, you will also:

Be part of a company guided by a strong purpose to do good and recognized as top 1% of the most sustainable companies in all sectors worldwide.

Work with inspiring colleagues and be empowered to learn, grow and accelerate your career.

Have 30 days holiday + 4 bank holidays

Have employee private medical cover, access to a virtual GP service

Access to discounts and cash backs on shopping *

Purchase a range of flexible benefits through salary sacrifice

Have a Life assurance – 1 x salary if not in a pension scheme, 4 x salary if joins the pension scheme

Have Pension – the company will match contributions up to 10%

Application Process

We will endeavour to respond to all applicants within 7 working days. If selected, you can expect a screening interview with a recruiter and if moving to the next stage, there will be

an interview with a Line Manager.

Shape the evolution

We are on an exciting journey towards the next frontiers of payments technology, and we look for big thinkers, people with passion, can-do attitude and a hunger to learn and grow. Here you'll work with ambitious colleagues from around the world, take on unique challenges as a team, and make a real impact on the society. With an empowering culture, strong technology and extensive training opportunities, we help you accelerate your career - wherever you decide to go. Join our global team of 18, innovators and shape a tomorrow that is yours to own.

[Apply Now](#)

Cross References and Citations:

1. [Customer Success Manager Dominicanrepublicjobs Jobs United Kingdom Dominicanrepublicjobs ↗](#)
2. [Customer Success Manager Cv-resume-builder Jobs United KingdomCv-resume-builder ↗](#)
3. [Customer Success Manager Veterinaryjobs Jobs United KingdomVeterinaryjobs ↗](#)
4. [Customer Success Manager Ngojobs Jobs United KingdomNgojobs ↗](#)
5. [Customer Success Manager Neurologistjobs Jobs United KingdomNeurologistjobs ↗](#)
6. [Customer Success Manager Servicemanagementjobs Jobs United Kingdom Servicemanagementjobs ↗](#)
7. [Customer Success Manager Nyjobscareer Jobs United KingdomNyjobscareer ↗](#)
8. [Customer Success Manager Teacherjobs Jobs United KingdomTeacherjobs ↗](#)
9. [Customer Success Manager Searchaustralianjobs Jobs United Kingdom Searchaustralianjobs ↗](#)
10. [Customer Success Manager Trademethejobs Jobs United KingdomTrademethejobs ↗](#)
11. [Customer Success Manager Executivejobsnearme Jobs United Kingdom](#)

[Executivejobsnearme ↗](#)

[12. Customer Success Manager MathematicsjobsJobs United KingdomMathematicsjobs ↗](#)

[13. Customer Success Manager SearchaustralianjobsJobs United Kingdom Searchaustralianjobs ↗](#)

[14. Customer Success Manager Latinamericajobscentral Jobs United Kingdom Latinamericajobscentral ↗](#)

[15. Customer Success Manager ThehiredjobsJobs United KingdomThehiredjobs ↗](#)

[16. Customer Success Manager Personaltrainerjobs Jobs United Kingdom Personaltrainerjobs ↗](#)

[17. Customer Success Manager Sapjobs Jobs United KingdomSapjobs ↗](#)

[18. Customer Success Manager Fitnessjobs Jobs United KingdomFitnessjobs ↗](#)

[19. Customer success manager Jobs United kingdom ↗](#)

[20. AMP Version of Customer success manager ↗](#)

[21. Customer success manager United kingdom Jobs ↗](#)

[22. Customer success manager Jobs United kingdom ↗](#)

[23. Customer success manager Job Search ↗](#)

[24. Customer success manager Search ↗](#)

[25. Customer success manager Find Jobs ↗](#)

Source:<https://uk.expertini.com/jobs/job/customer-success-manager-united-kingdom-six-payment-services-1f7fc362b0/>

Generated on: 2024-05-03 by [Expertini.Com](#)