

United Kingdom Jobs Expertini®

Customer Success Manager

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Company: Thyme

Location: United Kingdom

Category: other-general

About the job Are you motivated by creating and developing strong customer relationships, and by ensuring best-in-class adoption of software to enterprise-level customers on a global scale? We're looking for an Enterprise Customer Success Manager to work with some of the world's leading brands. The role With a base in our London office, you will be responsible for developing and fostering relationships with key strategic enterprise customers, both pre and post-sales. As the leading point of contact, you will ensure their success and satisfaction with the platform and be responsible for adopting high platform engagement to drive value. The Enterprise Customer Success Manager should be a spirited customer advocate with engaging communication skills and experience working with enterprise-tier customers, being able to roll up their sleeves and ensure delivery is to a high standard and can be commercially minded when considering other opportunities they can help the Enterprise Sales team explore. This is a remote role, however we have an office in Shoreditch, London. In short, the role includes Being responsible for an enterprise customer portfolio, advising them to maximise their value of using the platform and thereby ensure a high net retention rate and low gross churn rate of the customer portfolio Forming strong relationships with enterprise customers to educate them on the value of our platform and gamification marketing, and ensure they are fully engaged and supported throughout the relationship Understanding and anticipating enterprise customers' needs and goals; tracking customer progress on said goals and ensuring they are supported Identifying cross-selling, up-selling, and expansion opportunities within own customer portfolio, and supporting colleagues with sparring on the same matter Driving a high adoption rate on one's customer

portfolio by demonstrating value and identifying additional up-sell, cross-sell, and expansion opportunities Travelling on occasion to customer conferences (if needed) Ensuring high data quality in the CRM system (Hubspot) and CSM system (Planhat) The ideal profile 3+ years experience from a similar or customer facing role working with enterprise tier customers in SaaS or MarTech Business acumen is fundamental in our customer dialogues. The ability to understand the customers' value drivers, revenue stream, financial accounts, and core business. Great marketing knowledge and digital understanding is essential when advising customers on the use of gamification marketing in the digital space Understanding of Martech to ensure a valuable dialogue with customers around the integration of the platform on their existing Martech stack, and how/where it can make a significant impact. A Process-driven mindset in order to lead and guide our customers. We must be in the driving seat when making handovers, onboardings, and customer sprints to minimise the time from the first campaign live to tangible results - and hereafter many more campaigns per licensed customer. Ability to discuss value. The customer's price must reflect the customer's perceived value in the licence period to ensure licence renewal. Value discussions do not simply cover metrics (such as the number of leads, time spent with customers, etc.) but should take place strategically where we support the customers' business goals. Stakeholder management capabilities are needed to navigate in and understand the different layers of the customer's organisation. While we have grown quickly, our success is fueled by a work culture centred around what matters most to us: All the great people who make up our culture – and who make it all possible. You will be joining 70+ colleagues across different teams and roles. In fact, our clients culture is our most powerful business driver. It guides and unites us across time zones - powering more metrics than any slide deck ever will. Here, you're met by managers who trust that you're the best for the job and who genuinely care for you. Not just your performance but your well-being. Both in and outside work.

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