

Customer Success Manager

London, UK

Job Title: Customer Success Manager (UK)
Business Area: Operations
Reporting to: Operations Director
Location: London

Background:

Validis is seeking a Customer Success Manager to look after our rapidly growing customer portfolio. The position will be responsible for setting and implementing the strategy around all areas of customer success.

Validis is a young dynamic fintech company with an innovative platform for the SME finance and accounting sector. We've created an industry-first financial data transmission tool, that's empowering global financial institutions, accountancy firms and commercial businesses. The growth potential is enormous, and we are looking for a passionate Customer Success Manager to take a key role in our small and energetic commercial team. You will be looking to work in a small agile company and take on the challenges of an entrepreneurial organisation.

Objectives of the role:

The Customer Success manager is ultimately responsible for setting the strategy and building and maintaining best practise in the following key areas:

- Customer onboarding
- Customer satisfaction
- Customer engagement
- Product adoption and usage
- Contract renewals
- Delivering high satisfaction and Net Promoter scores for Validis

Key accountabilities:

The Customer Success manager role necessarily spans a number of key areas and core responsibilities. These include:

Customer Onboarding

- Establishing customer requirements and expectations before contract signing
- Guiding implementation projects to ensure that they are delivered in a timely fashion and designed to address the key success criteria agreed with the customer
- Building realistic projections for customer usage and ramp up
- Ensuring metrics are in place to monitor, track and react to customer usage patterns and platform adoption
- From time to time working with the Operations team to deliver customer implementation projects
- Liaising between key Validis and customer personnel
- Ensuring customer implementations are conducted to time, budget and scope
- Building strong relationships within the customer commercial, operations and product teams

Customer Engagement

- Ensuring that all interactions between customers and Validis are positive and mutually beneficial
- Building relationships with customers such that they feel that they are listened to and valued by Validis
- Fostering an atmosphere which enables customers to make suggestions and share opinions and experiences on the Validis product
- Ensuring that key customers are kept abreast of product developments
- Acting as a conduit for customers to influencing the product roadmap
- Actively helping customers use the DataShare platform to get the best results for their own business drivers
- Developing a seamless path to contract renewals (ensuring that any customer issues are surfaced and resolved long before any renewals are due)

Product Adoption

- Setting up, maintaining and monitoring systems to track single and aggregate customer usage
- Building processes and practices that drive adoption and usage
- Actively course correcting where individual customer usage is below expected rates
- Championing enhancements to the DataShare platform, the Knowledge Base and support areas to help drive adoption
- Investigate, define, propose and implement new innovations that drive customer self-sufficiency (e.g. self serve portals, Online forums etc.)

Key performance indicators:

1. Number of uploads (by customer and in aggregate)
2. Customer satisfaction ratings
3. Customer churn rate
4. Revenue churn rate
5. Support desk ticket rate

Experience:

- Experience of having managed customer success teams for SaaS companies
- Experience of implementing best practise processes in growing companies
- A proven track record in managing complex customer escalations to successful conclusion
- An aptitude for building strong relationships with internal stakeholders
- Demonstrable commercial acumen
- Competence in leading and embedding customer success tools and frameworks is highly desirable

Personal attributes:

- Strong planning capabilities
- Ability to building effective relationships
- Strong judgement and effective decision-making
- Comfortable leading & influencing people
- Comfortable in driving clarity from uncertainty
- Able to effectively managing change
- Constantly inquisitive
- Unparalleled communication skills
- Ability to quickly understand and articulate complex issues in straightforward ways
- Confident and assured with senior stakeholders and technical development teams
- Comfortable in front of customers and partners
- Tenacious and resolute
- Commercially astute
- High levels of enthusiasm and drive
- "A monomaniac on a mission"

Contact us to find out more about Validis

Call: +44 (0) 844 375 9070 | Email: inforequest@validis.com | Web: www.validis.com