

Customer Success Manager

Reporting to the Commercial Director, this new role is pivotal in the development of our Customer Success Strategy, to ensure that clients achieve maximum value from our software solutions and support our commercial activities to increase “share-of-wallet” in our Major Accounts. A key focus is to monitor & drive adoption, usage & expansion of services.

This role will involve managing and significantly improving our processes and taking ownership of customer service delivery to ensure the smooth flow of information to deliver services quickly and to a high quality, within customer timescales. We are looking for an individual who is passionate about delivering and exceeding customer expectations in a SaaS company. The type of person we are looking for will have previous experience in a Customer Success / Customer Experience role with a demonstrable track record in meeting Customer Satisfaction and Account Management KPI's.

Key Responsibilities & Critical Success Measures

- Meeting all agreed KPIs and quality levels for Customer Success activities (onboarding, client adoption, advocacy and retention).
- Instil best practice Project Management processes for all Customer Success activities, resulting in productivity gains.
- Meeting all agreed commercial KPIs relating to upsell and renewals.
- Build and maintain product knowledge: understand the business and technical problems that our solutions address. Stay current on the Riskex product roadmap, understanding the features and functionality of all product modules and packages, and how these are applied to address client needs.
- Acting as an escalation point for customer responding to customer feedback.
- Proactively gaining customer insight to feed into our product strategy.
- Meet customer satisfaction measures, including NPS.
- Working with the wider Riskex team to create, deliver and implement new systems and processes to continually improve our service to our customers.
- Attend customer meetings/focus groups/review meetings/mobilisation workshops and be comfortable running these sessions.
- Be active in driving change and evolution to support the improvement of the customer experience.
- Acting as an escalation point for customer issues and complaints (before they escalate to a Director).

Candidate Profile

- Passionate about delivering the best customer experience possible and contributing to a strong, customer-centric company culture
- Teamwork and Collaboration – High sense of ownership and urgency to get the job done.
- 3 years' plus experience in a Customer-centric role, preferably for a SaaS solutions/ technology business
- Proactive, motivational, tenacious, committed and hungry to succeed.
- Strong communication and influencing skills, comfortable leading presentations and meetings, in both internal and external environments
- Well-structured and organised, able to prioritise work and work under pressure.
- Takes ownership of issues to get resolutions that benefit the business/customer.

About Riskex

Ground-breaking innovators of cloud-based software since 2004, Riskex delivers the market-leading Health, Safety and Covid-19 management software brands – AssessNET and Safe2Day. Based in luxury offices in Milton Keynes, our technology is trusted by household names, such as Ikea, Ocado and University of Cambridge, along with many other blue-chip organisations who rely on our technology to keep their employees safe and to protect their businesses from risk.

We are an established business with a strong financial base but have the agile mindset of a start-up. Having proven our technology in a highly competitive landscape, we now want to scale our business to move to the next level.