

## Customer Success Manager

Quarterly Bonus potential

### Overview:

We have an exciting opportunity for an experienced Customer Success Manager. This role requires the proactive account management of Cognism's clients. You will be required to drive strategic direction, product adoption, retention, growth and expansion through providing a proactive point of view/best practices and advocacy.

This is a dynamic position and you must be comfortable with frequent multi-tasking between management, technical, business, strategic, marketing, and planning activities. You will be expected to drive results that tie back to strategic business goals for your accounts, as well as Cognism.

### Primary duties & Responsibilities:

#### *Account Management & Strategic Direction...*

- Partner with a portfolio of accounts to develop a strategy for successful adoption and long-term value and business impact
- Facilitate meetings to define and proactively drive progress towards desired business metrics and outcomes
- Own & lead customers through the contract renewal process
- Lead initiatives with customers to drive positive Net Promoter scores
- Build broad relationships with account contacts and internal partners on the sales, product, professional services and engineering teams
- Ability to identify growth and expansion opportunities within your account base

#### *Subject matter expert/Advocate...*

- Partner with customer on Cognism product offerings, best practices & processes and lead customers to effectively integrate.
- Advocate for customers internally helping build and maintain strong partnerships with the sales, product management and marketing teams.

### Requirements:

#### *Preferred...*

- Great communication and presentation skills; the ability engage varied audiences in partnership discussions
- A blended account management and sales background
- Ability to think on your feet and work autonomously
- Excellent computer skills and an appetite for new technology
- Ability to thrive in a fast paced and evolving environment
- Working knowledge of salesforce.com

#### *Required...*

- **2-3 years of account management or customer success experience**; ideally in a software as a service (SaaS) environment
- Passion for outstanding customer service and account management with a focus on execution
- Excellent organisational, prioritisation and project management skills.
- Strong written and verbal communication skills, with the ability to quickly negotiate and reach consensus across diverse groups/teams being a must
- Possess a collaborative working style and thrive in a team environment
- Have a strong, pragmatic approach for achieving rapid results in a fast-paced, high-risk market space

- Energetic self-starter with ability to work independently in a competitive environment
- Strong work ethic is critical
- Working knowledge of Microsoft Office
- Salesforce experience an advantage
- Must be eligible to work in the UK

**Benefits:**

- Competitive compensation package
- Bonus structure tied to retention, growth and expansion within your account base
- Monthly Wellbeing Allowance
- Flexibility to work from home
- Work with the best people in the industry