

JOB DESCRIPTION

JOB TITLE:	Customer Success Engagement Manager
DEPARTMENT:	Customer Success
LOCATION:	LONDON
REPORTS TO:	Head of Global Customer Success
RESPONSIBLE FOR:	No direct reports

How and where people work is changing faster than ever before. The implications for the real estate market are profound; office market trends show vacancy rates on the rise with both lease lengths and value decreasing. Landlords who operate large office portfolios are finding themselves having to adapt to battle these challenges and to satisfy more demanding tenant requirements than have ever existed before. Part of the challenge for landlords is in creating exceptional places to work for tenants and their employees; this means creating office propositions that help drive productivity and creativity through frictionless experiences. Without utilising the right technology and software, creating office space that delivers on this is almost impossible. This is where essensys come in; we're at the forefront of this change and are enabling landlords (and operators of space) to provide the types of experiences tenants expect through our software and technology.

WHAT WE DO

essensys is the leading global provider of a mission-critical software-as-a-service ("SaaS") and on-demand digital infrastructure platform to the high growth flexible workspace and commercial real estate industry. essensys' software and technology was specifically designed and developed to help solve the complex operational and technological challenges faced by multi-site flexible workspace and agile real estate providers when they scale-up and focus on occupier in building experiences.

A great opportunity has opened up for a Customer Success Engagement Manager to join the Customer Success team at a fast-paced, multi-award-winning technology business. Its entrepreneurial and innovation culture has deep roots, and drives vision, strategy, and getting things done. It knows where it's going and has the plan to get there fast.

ABOUT THE ROLE

The Customer Success Engagement Manager is responsible for owning the customer journey post sales and ensuring customers gain maximum value from our software in every aspect of their day to day operations. This role requires technical leadership coupled with a thorough understanding of the flexible workspace industry, thus ensuring overall user adoption and satisfaction. The successful candidate must be logical and methodical in their approach to the customer success mission, able to manage accounts to drive product intimacy, identify additional revenue opportunities, minimize churn and drive customer satisfaction.

MAIN DUTIES AND RESPONSIBILITIES

Working closely with the Customer Success Engagement Team (UK & US) your duties will consist mainly of (but not entirely):

- Manage the customer journey post sale / implementation for your accounts
- Build strong customer relationships with both operational and C-level roles and develop customer profile
- Define and execute upon measurable key success milestones for each account

- Management of any escalated issues relating to your accounts until resolved – working closely with the inbound team to manage communications
- Work as part of a team to create relevant content designed to help customers see the value and gain ROI from essensys software
- Conduct QBR with customers (either in our offices or online) according to the edition guidelines to ensure satisfaction and user adoption
- Demonstrate a clear understanding of the full essensys product offering and effectively demonstrate value to customers
- Offer a consultative approach, advising on best practice to assist with uptake of essensys services
- Clear communication with customers on new feature enhancements and services in line with product roadmap. Where applicable, certify on product roadmap (quarterly)
- Manage contract renewals – in line with core renewal KPIs
- Manage contract expansion / upsell after first 12-months of customer lifecycle
- Identify behavioural industry trends and pro-actively share tips and tutorials on how customers can adapt software to address trends using media content that will reach global audience (webinars etc)

SKILLS AND EXPERIENCE:

- Excellent customer interaction skills both verbal and written
- Enjoys being part of a multi-functional team, and able to work across design, support, development, delivery, and all parts of the business.
- Process driven and very organized. Able to structure your day with minimal interaction from supervisors
- Identify opportunities for additional revenue streams
- Strong negotiation skills / excellent commercial acumen
- Quick learner with aptitude and desire to learn new technologies
- SaaS platform support and customer experience acumen.
- Some experience with network and hosted voice technology
- Experience working within or as a partner to flexible workspace operators.
- CRM, billing, and support platform experience, such as Salesforce.com, Zendesk
- Financial accounting software experience, such as Sage, Quickbooks, Yardi

DESIRABLE BUT NOT ESSENTIAL

- Previous experience in a leadership or management role
- SaaS platform support and customer experience acumen.
- Writing and updating knowledge-base articles as gaps are discovered.
- Some experience with network and hosted voice technology.
- Any financial accounting software knowledge
- Experience using Intercom.IO, Asknicely, Netsuite, Smartsheets, Hubspot, to name a few

APTITUDE AND PERSONAL QUALITIES:

- Team Player
- Lead by example
- Great communicator
- Happy to go the 'extra mile' when required