

Customer Success Manager

Futuresource Consulting is a market research consulting company that provides a range of specialist intelligence reports and ongoing personal debriefs to support with business decision making. We pride ourselves on delivering fact-based insights and market forecasts on a global scale – advising on strategic positioning, identifying key trends, analysing competitors, and underpinning major technological developments

We are seeking a Customer Success Manager to join the Sales team reporting into the Director of Sales Operations. You will be the intermediary (primary point of contact) between the customer and our organisation, demonstrating sound communication and business acumen to effectively manage internal and external stakeholder expectations. You are passionate about delivering an excellent customer experience and have demonstrable planning, problem-solving and communication skills.

Role and Responsibilities

- Being the overall primary point of contact for the customer, managing the overall responsibility for the customer engagement process, and collaborating with internal teams in conducting service reviews with customers.
- Clarifying and communicating customer requirements, issues and escalations internally
- Ensuring intelligent data analysis is readied for all meetings.
- Feedback outcomes and learnings to relevant areas of the business.
- Representing customers in discussions regarding support processes and project delivery.
- Supporting the sales team with understanding and defining customer needs and expectations.
- Any other tasks as required to meet the needs of the role.

This is not an exhaustive list, and will be subject to review on a regular basis, to meet the needs of this new and developing role.

Preferred skills and experience

- Previous experience in Customer Success role(s)
- Highly organised with the ability to plan for short, medium and long-term objectives.
- Technically savvy with the ability to translate technical information and concepts into business requirements.
- Able to monitor and deliver against key metrics to help inform delivery improvement activities.
- Diplomatic and adept at operating across different departments and reporting structures.
- Curious, analytical and inquisitive, you will be comfortable with challenging the customer to ensure we fully understand their desired outcomes.
- Able to work under own initiative and collaboratively.
- Prior experience dealing directly with senior stakeholders desirable

Skills, Interests and Competencies

- 2/3 years within a Customer Success role or knowledge of Customer Success best practice
- Proactive customer reach out experience and strong, credible and trusted customer interaction skills
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- Well organized, self-motivated and driven by success both personal and for the company. Works on own initiative to deadlines without constant supervision

- Expert communicator, with extremely well-developed skills in listening, building rapport, presenting and producing written communications
- A positive, results oriented approach

Desirable

- Proven track record in Market Research and Industry Analysis
- Customer Success or Service Delivery success working in a Market Research environment
- Competence developing and delivering data or presentations to diverse audiences

Package

- Competitive Salary.
- Company Pension scheme.
- 25 days of annual leave, with an additional day for each year completed.
- Chill days dependent on length of service.
- Company social events.
- Onsite parking.
- Private Medical insurance.
- Life Insurance.
- Remote/Hybrid working