

## **Customer Success Manager (Property & FM)**

An integral role within the Totalmobile Customer Experience Group (CEG)

**Core Hours:** 37.5 hours per week, Monday to Friday.

**Location:** Remote / Hybrid

### **Concept:**

Working as part of the Customer Success (CS) Team with the prime focus to manage the engagement with allocated Totalmobile customers. This person focuses on the customer account health and retention with an emphasis to deliver a consistent level of engagement to ensure the customer needs are being met through the TM solution and service delivery.

The Customer Success Team form part of the Totalmobile Customer Experience Group (CEG), along with the Customer Support and Project Service Teams working to ensure an effective and positive experience for the customer in their engagements with Totalmobile.

### **Purpose:**

To ensure that Totalmobile customers realise the value of their investment through successful onboarding and ongoing management by targeting customer satisfaction, net retention and overall account health to help meet the group strategic objectives.

### **Key responsibilities:**

- Driving an operational customer success model aligned to the company's strategic objectives and the customer's business case
- Proactively maintaining high levels of customer advocacy
- Support in the exploration and exploitation of new and cross and upsell opportunities
- Driving the customer activation process post implementation in order that the customer can realise their investment and business case
- Ensuring customer net retention against KPIs

### **Operational responsibilities:**

- Customer Satisfaction – as it relates to allocated Customer engagement & issue management
- Mapping of customer organisations to identify champions, detractors and executive decision makers
- Identification of customer churn and down sell risk
- Customer utilization
- Support in the continuous improvement around customer engagement best practice and associated processes
- Customer Success communications (externally and internally)
- Stakeholder engagement with internal and external stakeholders to deliver against agreed customer objectives
- Act as the initial point of escalation for allocated TM customers, working with the customer and relevant Totalmobile teams to efficiently and effectively address any issues raised
- To identify any upsell, cross sell opportunities (solutions) to allocated customers
- To represent the customer in TM Product development priorities

**OKRs:**

To work with the **Property & FM Managing Director** and the wider CS Team :

- To support the maintaining of existing ARR revenues as delivered through the existing customer base
- To support the new customer onboarding and solution delivery to meet the business growth plans
- To ensure satisfied customers from CS engagement as measured by a customer NPS score of 9/10 (Promoter)
- To ensure a standardised customer engagement plan for each account, ensuring regular communications and a consistent level of engagement
- To monitor customer renewal dates, engaging with the Account Team to ensure appropriate activity to facilitate renewals
- To survey and track customer net promoter score (NPS) twice annually , targeting a score of 50+
- Identify and support ongoing references and case studies (minimum 3 high value references per vertical)
- Support the TM Environmental, Social & Governance programme to support sustainability
- To monitor and report each month on agreed metrics
- To identify upsell opportunities for service days and incremental ARR opportunities
- To ensure each customer account is managed through use of the CS system, measured through the ability to focus on identified customer exceptions within the weekly CS & CEG checkpoints
- To demonstrate appropriate behaviours measured by making things happen (progress) driving outcomes (for the customer) and taking others on the journey (internal feedback) . This is measured through one to one reviews with the respective vertical Managing Director

**Experience Required & Offered :**

- Experience of managing complex solutions with ARR > £500k
- Experience supporting customers from within the social housing sector
- Comfortable working in a fast paced environment
- Track record of managing multiple stakeholders internally and externally to deliver agreed objectives
- Commercial acumen, with a track record of managing customers at either a relationship and/or project level
- Problem management, identifying and resolving issues effectively
- Ability to problem solve
- Demonstrates a growth mindset
- Excellent interpersonal and communication skills
- Proficiency with MS Office and Salesforce

**Desirable traits:**

- Prior experience in supporting or implementing our Connect product
- Prior experience working with commercial organisations