

Senior Customer Success Manager – Marketing Operations Agency

Looking for an opportunity to join a newly created Customer Success team with a company specialising in Marketing Automation? We are passionate about helping our clients succeed in driving their revenue and business performance. As a Senior Customer Success Manager, you will be instrumental in achieving this goal.

Employing a consultative approach to working directly with our clients to help them achieve their strategic goals, you will be required to develop existing clients, spotting new business opportunities and maintaining our reputation for first-class service delivery.

You will have at least 4 years' experience in a client facing agency role, with evidence of building strong working relationships with clients and colleagues. In addition, you must:

- possess commercial awareness and the acumen to spot development opportunities in the client base
- be an excellent communicator in all settings – written, on the phone and in person
- have an engaging personality and a desire to see your clients succeed
- be able to manage and prioritise workloads whilst also adapting quickly and intelligently to changing demands
- be comfortable crafting proposals and presenting them to clients and/or prospects
- be able to keep calm under pressure and demonstrate first-class organisational skills
- have an interest or previous experience of marketing automation and CRM including Eloqua, Marketo, Salesforce.com or similar
- be proficient in MS Office tools, Jira or similar, MS Dynamics or similar
- be Degree or CIM qualified, or able to persuade us you are of this calibre

Your responsibilities will include:

- Day to day management of clients and their projects, including regular update calls, status updates and meetings to ensure complete client satisfaction
- Account planning, strategic roadmap development and regular reporting, including tight budget control and the maintenance of profit targets
- Management and monitoring of project timescales and outputs, taking appropriate action where necessary
- Creation of proposals and SoWs, supporting Business Development Director where required
- Working closely with the rest of the Customer Success team to ensure a seamless and efficient service
- Developing and maintaining strong working relationships with colleagues, clients and external suppliers
- Building and maintaining your knowledge of marketing and sales automation and processes and demand generation strategies and tactics
- Attending industry and networking events to support personal and company growth

Remuneration: Competitive salary and benefits commensurate to experience



Don't miss this fantastic opportunity to be at the leading edge of marketing operations and demand generation and send your cv to hr@crmtechnologies.com. Please make it clear which vacancy you wish to apply for and let us know why you think you would be suitable.