

Job Title: Customer Success Manager
Department: Digital Marketing
Report to: Chief Operating Officer

About Us

Established in 2003, Media 10 is the most awarded media and Events Company in the UK and have a growing portfolio of 30 live events covering design, interiors, lifestyle and construction. As well as Media 10 being specialists in the events sector, the company's creative flare produces well established publications and owns a series of award-winning magazines and websites.

We not only enjoy what we do, we love it! We are passionate about delivering the very best results in everything we do and expect our team members to have the same passion.

The Brand

Employed by Media 10 Limited supporting the InLoop product & customers. Inloop is a unique automation content curation platform built to provide companies and organizations direct contact with their audience 365 days a year. The product automatically collects relevant, accurate and ranked articles from the internet and delivers them in an automated newsfeed and newsletter, to hundreds of thousands customers worldwide.

The Role

We are looking for a passionate Customer Success Manager to strengthen its UK team. Based in Loughton, in a fast-growing company, you will manage a portfolio of customers and serve as a central point of contact for the customer, during the entire life cycle of their usage of the Inloop solution.

As a trusted advisor, facilitator, advocate and coach, your role is to ensure that customers achieve their strategic business goals and realize value from their Inloop product, ultimately translating into renewals and upsell of the client's subscription. You will build and maintain strong relationships with multiple contacts within the assigned customers, including executive roles.

You will be responsible for driving adoption and utilization across their customer base and work closely with Sales to help drive renewals to a successful completion. In this role, you will also work closely with cross functional Inloop groups (Product, Marketing, Sales, Engineering, etc.) and will be required to build and maintain strong working relationships within those groups. Ultimately, you will own the customer's post-sales experience serve as an escalation point for issues that impacts the customer's success.

What is expected of you

- Lead, manage and participate in activities that drive product adoption, active use and customer satisfaction
- Proactively monitor and address customer success issues
- Understand and assess customer requirements
- Develop and maintain a trusted advisor relationship with customer executive sponsors. All activities are closely aligned with the customers business strategy, allowing the full potential of their Inloop solution to be recognized
- Establish and oversee the customers adoption, training and usage/development of best practices to continually drive incremental value and return on the customers investment
- Identify and grow opportunities and collaborate with sales teams to ensure growth attainment
- Drive regular cadence (call/report/visit/QBR) with customers to report on KPIs, raise awareness of Inloop news/events. Share results and actionable items, with cross-functional stakeholders
- Drive renewals to a successful completion in close collaboration with Sales
- Contribute in pre-sales positioning of Customer Success deliverables and sales led kick-off meetings with customers to outline expectations, communication rhythm and how we support customers KPIs
- Follow-up of operations, through planning management and coordination of internal services (technical, UX, UI and data analysts) during each step of the customer journey

Job Title: Customer Success Manager
Department: Digital Marketing
Report to: Chief Operating Officer

- Increase customer satisfaction for each relevant account, measured by conventional surveys, as well as reference potential of account, general check-ins and customer feedback.
- Configure and analyze the customer data on the Inloop tool
- Be the voice of the client and provide internal feedback on how Inloop's solution can be improved

What you are good at

You have experience working with Customer Success organizations. You are a dedicated self-starter who works well with little supervision and can take full ownership of customer paths. You like digging deep to understand technical problems, show resilience in solving them and leading customers to success.

- Relevant work experience (Minimum of 2 years in a similar position)
- Experience in Post-Sales-Account-Management for subscription-based Solutions
- Background and technical experience in Digital Solutions
- Must be highly self-managed, responsive, with the passion to serve the customer
- Exceptional written and oral communication skills
- Good understanding of the analytics and data businesses
- Have a structured working approach, with the ability to manage and adapt for different several tasks
- Demonstrable ability to take ownership and act on client goals and objectives
- Ability to influence and drive issue resolution, with cross-functional teams in a matrix organization
- Proven track record in teaming with sales and field organizations to achieve business goals
- Shown experience in working with large enterprise customers, supporting a highly technical developer-focused product
- Strong ability to communicate and establish credibility at all levels of an organization

What we will do for you

- Make you feel like part of a family
- Know your name – you're not just a number here
- Encourage you to develop your skills, strengths and career
- Recognise your contribution and hard work
- You will get to work on the best brands in the industry
- Make sure you're never bored
- Love our company parties
- Make sure you have fun – because we do have fun