Job Title: Customer Success Manager

Location: Manchester, UK

Salary: £40,000 - £50,000 per annum

We are seeking a dynamic and experienced Customer Success Manager to join our team in Manchester. As a Customer Success Manager, you will be responsible for building and maintaining strong relationships with our clients to ensure their success with our products and services. You will work closely with our sales and technical teams to identify and address client needs and ensure a positive customer experience.

Responsibilities:

* Build and maintain strong relationships with our clients to understand their business goals and challenges
* Serve as the primary point of contact for our clients and be responsible for their overall success with our products and services
* Identify opportunities to expand our services and products within our client base
* Work collaboratively with our sales and technical teams to provide exceptional customer service and support
* Conduct regular check-ins with clients to ensure they are satisfied with our products and services
* Develop and implement customer success plans that align with our clients' business objectives

Requirements:

* Prior experience as a Customer Success Manager or similar role
* Excellent communication and interpersonal skills with the ability to build strong relationships with clients
* Strong problem-solving skills and ability to think critically to resolve customer issues
* Experience working with SaaS products and services
* Proficient in Microsoft Office Suite and customer relationship management (CRM) software
* Ability to work independently and as part of a team

If you are passionate about customer success and have the skills and experience required for this role, we encourage you to apply. Please submit your CV and a cover letter detailing your relevant experience and qualifications.