Job Description

## Customer Success Manager

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| Role: CSM Manager |

Do you want to contribute to QuestBacks exciting global transition in the Swedish market? As a Customer Success Manager, you will be an important contributor who should provide and facilitate the build-up and management of delivering business benefits within the existing customer organisations.

You will mostly work with after sales and up-sales on current customers, you will be able to utilize knowledge of industry segment processes, provide advice and consulting, including implementation and project delivery at customer sites. You will also prepare and perform product demonstration for current customers.

### Primary responsibilities for our CSM Managers

### • Monitors and activates accounts and users with low usage level.

### • Motivates and inspires users to seek for further system usage.

### • Co-operates with sales on win-back campaigns and prioritized low usage cases.

### • Reaches out to existing customers to activate usage and invite user to trainings and workshops.

### • Seeks out proactively to customers to build a position as trusted advisor. Also participate into a consulting role in providing specific advice on how customer can realize the benefits from feedback.

### • Provide ROI coaching to customers during the sales process and also after the implementation is done

### • Follow up and prioritizes open unresolved business and ensures full completion of business benefits.

### • Develops pre-defined after sales processes to known and recurring benefit realisation.

### Additional Responsibilities for the role of CSM Manager

* Understands current and emerging customer needs and gathers business trends within the local markets and industry sectors
* Applies knowledge of QuestBacks products and tools in sales opportunities when requested.

### Result expectations

### • Building up a new revenue stream based on consulting processes and offering of value added services which QuestBack will be dependant for improving our growth and win larger deals

### • Able to work with various personality types in various business situations to resolve their issues with strong professional impression and positive customer perceived experience.

### Knowledge, skills and abilities

### • Ability to develop relationships and work extensively at all levels.

Establish trusted advisor relationship with customers.

### • Demonstrated understanding of strategic sales techniques and principles, specifically in the software industry.

### • Regularly interacts with all kinds of customers.

### • Natural interest in problem solving.

### • Ability to discover and analyse cause-effect patterns.

### • Strong positive energy and natural tendency to inspire people.

### • Strong verbal, written and interpersonal communication skills.

### • Good presentation skills

### • Ability to work independently and as part of a team.

### Experience

• 5+ years of experience in software related services

• Demonstrated experience in successfully achieving targets as a project manager

• Consulting experience will be required

• Solution-selling experience in one or all of the following areas: hardware, software, or other of relevance.

• Good knowledge of feedback management is an advantage

• MBA or University degree or similar preferred

• Experience in Survey Design is preferred