

**Job Description:** Customer Experience Manager

**Fully remote working role**

**Reporting to:** Head of Customer Success

### **Position Overview**

The Customer Success team at Kallidus are of strategic importance to the company; driving profitability and deep customer relationships, it is the lifeblood of the operation. Customer Experience Managers are responsible for ensuring the delivery of value through the customer's adoption and continued satisfaction with the Kallidus Suite.

The Customer Experience Manager (CEM) is an account manager; introduced to the customer during the implementation process and becomes the primary "face" to the customer as implementation is completed and the customer goes live with the solution.

The CEM is responsible for Kallidus' relationship with the full range of strategic, commercial and operational customer contacts. The CEM role is to identify opportunity for the Kallidus suite to deliver value to customers. To negotiate the delivery of that value via a consultative sales process and to act as the commercial point of contact that helps ensure customers use and adopt the Kallidus solutions in line with objectives. CEMs are targeted on, and responsible for negotiating value and growing revenue through up sell, cross-sell and expansion activities as well as securing multi-year renewal agreements. Kallidus CEMs also serve as an internal advocate for the customer; helping to drive support and change when necessary, to allow the customer achieve their business objectives.

The successful candidate will assist customers in solving HR challenges by partnering with customers to increase the effective use and adoption of the Kallidus solutions through the application of the Kallidus sales process. They will be measured on achievement against Sales targets; closed business from upselling and cross selling additional products and services as well as overall customer satisfaction.

This is a position for individual growth and candidates must display appetite and ambition to progress through the responsibility for managing the increased commercial complexity of SMB, Mid-Enterprise, and Enterprise accounts. The ability to evidence a growth mindset and the Kallidus values of collaboration, integrity and curiosity are essential.

### **Key Responsibilities**

**Achieve Customer Success Outcomes by:**

- Proactively uncovering, negotiating, and closing invoiced sales through up sell, cross-sell and expansion activities qualified via regular customer reviews and prospecting.
- Driving customer retention, with focus on continuous improvement of the customer experience, through proactive customer engagement via online events and facilitating customer communities of practice.
- Making full use of Kallidus' sales technology platform and methodologies; maintaining up to date customer contacts in CRM and leveraging all aspects of Kallidus sales technology to drive optimised volume of personalised engagement.
- Using analytics to diagnose "at risk" customers and develop retention strategies to address gaps and improve net revenue retention in the assigned territory.
- Resolving escalated customer issues in a timely manner.
- Obtaining consistently positive feedback in NPS surveys and using feedback to implement change.
- Effectively managing the lifecycle of Customer Success activities, from go-live, customer support, ongoing configuration as well as addressing improvement opportunities.
- Re-signing multi-year renewals.
- Mapping accounts spend against Kallidus' products and services and develop strategies to drive account penetration.
- Supporting new business growth by increasing referenceable customers.
- Developing and maintaining expert level knowledge of each of Kallidus' software and services offerings.
- Being proactive in partnering with stakeholders and act as a point of escalation when needed.
- Fostering collaboration within the Customer Success team and across customer touch points.
- Collaborating with internal partners across Kallidus.
- Operating in accordance with Kallidus values of Integrity, Collaboration and Curiosity at all times.

**Required Experience/Skills:**

- Proactive in attitude and approach
- Strong organisational skills
- Able to manage and influence through persuasion, negotiation, and consensus building.
- Strong empathy for customers and passion for revenue and growth.
- Analytical and process-oriented mindset.
- Strategic planning and implementation skills, ability to think ahead.
- A track record of SaaS sales success.

Our comprehensive benefits package reflects the importance we place on employee wellbeing:

- Private healthcare with Vitality Health
- Performance incentives, including ski trips, spa days and fine dining!
- Perkbox – including cinema tickets, coffees, discounts, and hundreds of freebies
- Cycle to work scheme
- Pension
- 25 days paid holiday + bank holidays + birthdays
- Flexible working from home
- Plus, many others

## **Life at Kallidus**

People are at the heart of everything we do and the key to our success, so it's important that we recruit individuals who share our values. Curiosity, integrity, collaboration – these are the values we live by. You need to be driven to ask questions and to find out why. You need to be true to your word. And you need to be proud to be part of something bigger, working with others will come naturally to you.

Once you join us we'll help you develop and grow in a supportive environment, as part of a close-knit team that likes to have fun. Our open and welcoming offices are not only a great place to work but somewhere to build careers and lasting friendships.

Can you see yourself helping us take our growth to the next level? We invite you to come and discover for yourself the exciting future ahead of you.