



Job Title: Associate Customer Success Manager

Reporting To: Customer Success Operations Manager
Department: Customer Success
Salary: £37,000

Job Purpose:

The Associate Customer Success Manager (CSA) role at Kallidus is pivotal in driving customer satisfaction, inspiring realisation of customer success measures, and proactive engagement to help customers derive value from Kallidus products. Customer Success plays a key part in our Customer Operations offering, working in alignment with Customer Support and Customer Education.

The CSA will develop an intimate knowledge of Kallidus software, industry best practices, and act as a trusted advisor to customers. They will also act as a key internal stakeholder, acting as a voice of the customer within Kallidus.

Around 60% of the CSA role will entail proactively working with customers to:

- Review success measures and explore the realisation of their desired outcomes.
- Make proactive recommendations of how they can use Kallidus to help them toward people success.
- Building strategic value-add customer relationships to contribute toward customer retention goals.
- Support customers throughout the full customer lifecycle
- Success of these health checks will be measured by: by achieving/improving appropriate feature adoption, customer retention, customer satisfaction (CSat), case study/reference suitability, and identification of upsell/cross sell opportunities.

Key Responsibilities and Accountabilities:

- Understand, diagnose, document, and support customer's in reaching their success measures.
- Support customer retention, with focus on continuous improvement of the customer experience and development of the customer relationship
- Fully resolve escalated customer issues in a timely manner.
- Obtain positive feedback from customers, and use feedback to implement change.
- Share wealth of knowledge and skills with team mates.
- Contribute to team retention goals.
- Contribute to team initiatives, workshops, upskilling as required.
- Develop and maintain an in-depth level knowledge of each of the core Kallidus' software: Learn, Perform, Off-The-Shelf content (OTS).
- Foster collaboration within the Customer Experience team (CEMs) and across customer touch points.
- Collaborate with Customer Education and Customer Support to deliver and act as SME to develop our Customer Operations offering, education materials, and to boost the customer experience.

Key Skills and Knowledge:

- Understanding of HR/L&D, with exposure to configuration and implementation software systems.
- Excellent communication skills, able to build and maintain strong working relationships, with a diverse set of internal and external stakeholders.
- Enthusiasm for working with customers and colleagues alike, innovative thinking, and proactive in their way of working.
- Problem-solving experience.
- Knowledge of B2B SaaS
- Ability to show initiative and demonstrate critical thinking skills using customer data
- Commitment to the Kallidus values of Integrity, Collaboration and Curiosity.

Behaviours Relevant to this Role:

Inclusive	Shows empathy & humility, self-reflective, discrete & diplomatic, promotes our values, treats everyone equally, trusted.
Delivery Focused	Develops best practice, takes a balanced approach, works proactively, promotes a culture of effectiveness, defines project objectives, streamlines tasks & removes obstacles.
Influential	Develops best practice, takes a balanced approach, works proactively, promotes a culture of effectiveness, defines project objectives, streamlines tasks & removes obstacles.
Collaborative	Takes an advisory approach, guides others, is the 'go to' person, mentors, provides stretch, enhances collaboration, generous with time.
Resilient	Adaptable to changing priorities, switches context quickly, facilitates change, takes on the challenge.
Solution Driven	Acts as the point of escalation, predicts & mitigates risk, responsive, develops work-arounds, understands impact of decisions, makes tough calls.
Ambitious	Laser-focused, believes they can always be better, spearheads research, exudes subject matter expertise, drives new technologies & initiatives.
Innovative	Breaks new ground, drives transformation, cutting edge ideas, thinks strategically, promotes curiosity by example.
Entrepreneurial	Curates information, tracks latest developments, progressive, looks outside the business, takes a longer term view.

Kallidus is a proud member of the Disability Confident Employer Scheme. We work hard to build an explicitly inclusive space where everybody belongs. Kallidus is a supportive, caring, and enjoyable working environment for all our people, and we are committed to furthering the diversity of our teams.

Diversity brings innovation and creativity through different views, backgrounds, and opinions; as a people-first organisation, it's crucial that our teams reflect global diversity.



Our people are the heart of our success, and diversity is what drives that. Kallidus positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, region or belief, marital status, pregnancy or maternity.