

## Join a team unleashing potential in ourselves and others

Job Description: Customer Experience Manager

Location: Remote based

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 (CEM) 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, co-ordinating resources aimed at ensuring the customer use and adoption of the Kallidus solutions creates value for the customer. They will be targeted on and responsible for negotiating value and growing revenue through cross-sell and expansion activities as well as securing multi-year renewal agreements. The CEM also serves as an internal advocate for the customer, helping to drive support and change when necessary to help the customer achieve their business objectives.

The successful candidate will assist customers in solving point-in-time challenges, and partner with the customer to increase the effective use and adoption of the Kallidus solution. 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 customers. The ability to evidence the Kallidus values of collaboration, integrity and curiosity is essential.

### Key Responsibilities

Achieve Customer Success Outcomes by:

- Proactively uncovering, negotiating, and closing invoiced sales through up/cross-sell and expansion activities including monthly and quarterly customer reviews.

- 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.
- 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.
- 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.
- 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:

- 3 years B2B SaaS sales experience.
- Proactive in attitude and approach
- Organised and methodical
- 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.
- Strong client relationship management skills.

#### Benefits

- 25 days holiday rising with length of service
- Birthday holiday
- Private medical
- Perkbox
- Life Assurance
- Flexible working options
- Cycle to work scheme
- Pension
- Continued professional development

We are Kallidus

As one of the UK's fastest growing software companies, we create outstanding products and deliver market-leading customer experience.

Our solutions support the entire employee lifecycle, from recruitment to training to performance management; we improve the performance of both individuals and the organisations they work for. And with more than 40 industry awards, we believe our software is the best in the industry.

Right now, we're in hyper-growth and we're growing from around 150 people to 500 over the coming years. With any number of career paths waiting for you, this is a fantastic opportunity to develop your career. Are you ready to unleash your potential?

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 more amazing people who share our values.

Curiosity, integrity, collaboration – these are the values we live by and you'll see them everywhere at Kallidus. You need to be driven to ask questions and to find out *why*. You need to be true to your word and do the right things for the right reasons. And you need to be proud to be part of something bigger; working with others will come naturally to you.

Working as part of a close-knit team that likes to have fun, we'll help you develop and grow in a supportive environment. We work remotely but we also have open and welcoming offices in Bristol where you can head anytime to collaborate.