

Groupcall Ltd – Customer Success Manager

Location: Scotland

Reports To: Scottish Account Manager

Salary: Competitive + car Allowance + Benefits

COMPANY:

Groupcall provides communications and data extraction services to the UK education, public and private sectors. Our flagship product, Messenger, is used in more than 5,000 UK schools and our other software solutions are now being used in both the public and private sector, at home and abroad.

Founded in 2001, we write and develop our own software and now have four products in our highly innovative portfolio:

Messenger: A compressive parental engagement eco-system
Emerge: Apps for school staff
Xporter: MIS Data services, for Authorities, School groups & Partners
Alert: An emergency contact system for the private and public sector

We have enjoyed considerable growth in revenues, profits and company size in recent years and are now looking to hire an experienced. Professional product evangelist to help us achieve our ambitious expansion plans.

In Scotland, we have a partnership with SEEMiS, who are owned all 32 local authorities, and to which we provide our Messenger eco-system to all schools. This involves extensive liaison with both SEEMiS and also with the various Local Authority central staff and individual school staff.

We are some way into this roll out already and now need someone based in Scotland who can liaise regularly with our customer base, ensuring they are getting the maximum from those of our products they are using and at the same time ensuring they are aware of and see the benefits from taking on additional modules.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Customer Success Manager is essentially responsible for interfacing with a portfolio of our high profile customers to:

- Ensure customer delight in our products through training, advice and building excellent relationships throughout their organisations
- Increase feature utilisation and drive 'stickiness'
- Protect existing revenue through entrenching value in our products for our customers' organisations
- Providing a supporting role to drive additional revenue through making our customers aware of additional modules that meet their needs

Account Management:

- To offer a range of Groupcall products & services to the Scottish educational sector, specifically, Individual School & local Authorities, through a consultative approach
- Provide training to groups of schools on specific Groupcall products & services.
- Plan and prioritise personal sales activities and customer/prospect contacts to achieve agreed business aims & targets.
- Manage personal time and productivity.
- Maintain and develop existing and new customers through appropriate propositions and ethical sales methods, to optimise quality of service, business growth, and customer satisfaction.
- Respond to and follow up sales enquiries using appropriate methods.
- Monitor and report on market and competitor activities and provide relevant reports and information.
- Record, analyse, report and administer activities.
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business and sustainable relationships.
- Attend and present at external customer meetings and internal meetings with other company departments as necessary to perform duties and aid business development.
- Attend training and to develop relevant knowledge, techniques and skills.

Personality:

Self-driven, results-oriented with a positive outlook, and a clear focus on high quality and business profit. A natural forward planner who critically assesses own performance. Mature, credible, and comfortable in dealing with senior executives and lower level staff alike. Reliable, tolerant, and determined. Empathic communicator, able to see things from the other person's point of view.

Well-presented and business-like. Sufficiently mobile and flexible to travel up to a few days a month within the UK.

Personal Situation:

- Must be mature and domestically secure. Able to spend one or two nights away per month without upsetting domestic situation.
- Able to work extended hours on occasions when required.
- Must have clean or near clean driving licence.

Specific Job Skills:

- Able to communicate and motivate via written media. Understands the principles of sales including market sector targeting, product offer development, features-benefits-solutions selling.

Computer skills:

- Must be adept in use of all aspects of IT and have an excellent understanding of technologies used in UK education.

Literacy and Numeracy:

- Able to understand basic business finance, e.g., gross margin percentages and calculations,
- Must be a very competent writer of business letters, quotations and proposals.

Business and Selling Skills:

- Must be an excellent face-to-face and telephone communicator.
- Able to demonstrate success and experience managing major accounts customers and large contracts.
- Ideal background would be in selling products and services to Schools & School Groups
- Experience of tenders would also be useful.

Beyond this, the successful applicant will also be a strong fit within our company and have the ability to build and maintain relationships both internally and externally. To this end, s/he will need at all times to be:

- Highly motivated, results-oriented and have a clear focus on business growth
- Positive in outlook with a willingness to support and aid colleagues and customers
- Passionate in offering the best quality of service possible to our customers
- A natural forward planner who critically assesses his or her own performance
- Credible with a professional demeanour, comfortable in dealing with people at all levels
- A team player with strong and empathetic communication skills; having the ability to see things from all people's points of view – both within the Groupcall team and when working with external parties
- Well-presented, business-like and keen to gain new experiences, responsibilities and accountabilities as the company continues its growth
- Tenacious and proactive, articulate and numerate and able to work both as part of a team and under his or her own initiative.

Further information about the company can be found at www.groupcall.com For more details, or to apply, please send a CV and covering letter (to include your current/most recent salary level or salary expectations) to Stuart Abrahams sabrahams@groupcall.com.

Groupcall is an equal opportunities employer and is committed to ensuring that all partners, staff, job applicants, customers and suppliers are treated fairly and with respect, irrespective of their actual or assumed background including gender, sexual orientation, marital status, age, race (including colour, nationality and ethnic origin, religion/belief or disability).