

Customer Success Manager

We're AccessPay, the fastest growing fintech company outside of London.

Thinking outside the box is something we relish, there are no bad ideas. We've got a flat structure, with no silos or protracted bureaucratic decision making. Most importantly, no big egos. AccessPay people get stuff done. From a tiny office in Ardwick, to occupying an entire floor in Manchester City Centre. From 4 to 60 staff. From finance start-up, to launching new fintech brands. All in less than 5 years.

2017 saw us listed as a Deloitte Tech Fast 50 company and shortlisted for the coveted Manchester Evening News "Business of the Year". We're getting bigger and better every day. Help us write the next chapter in the AccessPay story.

Job Title: Customer Success Manager
Responsible to: Service Delivery Director
Hours: 08:30 – 17:00 Monday to Friday

Role Overview:

The primary objective of the Customer Success Manager is to drive customer satisfaction, growth and retention of customer accounts. The Customer Success Manager is the primary point of contact for customer post-sale and responsible for coordinating company resources to meet account objectives.

Duties & Responsibilities:

- Design, agree and implement customer service plans and ensure SLAs are met
- Identify opportunities for clients to improve usage of the software
- Provide clear realistic action plans for customer service teams
- Identify and develop new revenue opportunities for company products and services
- Drive a high customer satisfaction score
- Analyse statistics and evaluate the level of customer service being provided to customers
- Maintain effective customer records and report regularly on customer service levels
- Develop customer service procedures, policies and standards
- Run Customer User Groups as appropriate
- Run pro-active service reviews with the Clients
- Act as the customer’s advocate with the company, whilst representing AccessPay at client meetings

The ideal candidate will be:

- Payment industry knowledge
- Confident and assertive with the ability to effectively resolve customer issues
- People-focused – able to engage and build trust and motivate internal and external stakeholders
- Enquiring – able to uncover and find solutions to customer needs
- Commercially savvy – balance needs of business and customers to achieve acceptable returns
- Tenacious and passionate about the business and customer satisfaction
- Able to work independently and at home in a small business environment
- 4 -5 years’ service delivery experience ideally in enterprise technology market

You’ll be rewarded with a competitive salary, fantastic career progression, a great environment, and the opportunity to work for a fast-growing VC-backed FinTech company that is delivering innovative solutions that make a difference.

To find out more about what it’s like to work at AccessPay, check out our [People Page](#):