**Job Description**

**Job Title:** Customer Success Manager

**Career Level:** Level 4

**Department or Business Sector:** MTC Operations / Business Development

**Location**: The Manufacturing Technology Centre Ltd., Ansty Park, Coventry, CV7 9JU.

**Reporting to:** Head of Sales Operations

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| **Heading:** | **Description** |
| 1. **Job Purpose** | Reporting to the Head of Sales operations, the Sales Operations team is tasked with acquiring, managing, and growing our customer relationships whilst maximising margins. This key role will work proactively to provide support services to customers with a focus on maximising sales operations effectiveness and customer experience.   * The role will foster and cultivate client relationships to help The MTC develop even greater levels of customer intimacy. * Liaising, influencing and working alongside the Marketing team around specific events, collateral required for Sales, Bids, or other customer related events. * Support the collations and production of customer and business specific presentation / Case Studies to ensure this is to the required standard. * Ensuring relevant business information / Sales reports are produced and shared when necessary. * Working closely with Business Development and Bid managements teams on Bid content / people coordination so we can maintain service excellence through our standard of content and delivery. * Support the research and quoting of sales opportunities, using all available resources to satisfy customer requirements, while maintaining the most advantageous profit margin. * Supporting the BD team to providing solutions that meet both customer requirements and the best commercial terms for MTC. * Assist with deal registration and negotiation of pricing. * Providing administration support towards Bid Management as and when necessary. * Assisting with all aspects of the sales process from identifying sales opportunities through to post-order support. * Upselling additional offerings at all available opportunities as requirement i.e., service offerings, supplies and warranties. * Accurately execute and manage customer orders, ensuring successful delivery within customer expectations. * Membership pass / application coordination. * Ensuring timely updates of customer portals with the required information. * Following up with Legal on NDA / Contract to ensure relevant actions are closed off in line with agreements. |
| 1. **Communication** | * Must have excellent interpersonal skills and be able to develop a positive working relationship with internal and external stakeholders. * Able to work effectively with different teams including sales, marketing, technology, finance, and IT. This involves building relationships, communicating effectively, and understanding the perspectives and needs of different stakeholders. * Excellent presentation and communication skills |
| 1. **Innovation** | * Awareness of the market, our customers, and the service we provided by the MTC * Ability to think independently and contribute ideas and look for new ways to improve our service offering |
| 1. **Knowledge** | * Understanding of CRM and business systems * Knowledge of MS office tools such as Word & Excel. * High level of literacy and numeracy. |
| 1. **Person Specification** | * Strong attention to detail and excellent written and verbal communication skills * Ability to represent the MTC professionally at all times, providing a great customer experience. * Ability to work alongside project management operations or business teams to follow-up close specifics actions assigned, ensuring any specific actions are followed up. * Act as the conduit to customers - helping with follow ups / reminders etc. * Able to take a proactive approach to problem resolution at the customer and supplier levels. * Capable of engaging customers, vendors, and manufacturer partners to develop and grow relationships. * Develop and maintain a working knowledge of the key products and services. * Stay current on the programs, promotions and campaigns from our major vendor suppliers in order to sell products and services at the best possible margin. |
| 1. **Person Specification (cont.)** | **Essential Skills/Qualifications**   * Self-motivated, results-oriented team player with outstanding communication and interpersonal skills for building long lasting business relationships. * Must be a self-starter, able to work independently and collaboratively, and have the ability to handle multiple tasks under tight deadlines. * Exceptional customer service and communication skills. * Excellent organizational and prioritization skills with and acute attention to detail. * Ability to adapt and learn new technologies, products, and processes. * Ability to problem solve and exercise judgment in determining appropriate course of action. * Team oriented with a positive attitude. * Strong Microsoft Office Suite and General Computer Application skills.   **Desirable Skills/Qualifications**   * Undergraduate degree in any subject * Experience working within the manufacturing sector * B2B sales experience |