



**SCORECARD**

# Customer Success Manager

**40 HOURS // SERVICE & OPTIMIZATION // MEDIOR // HYBRID**



# **Your mission as Customer Success Manager?**

**The Customer Success Manager is responsible for creating and developing positive customer experiences.**

As an important connector between Service & Optimization and the Sales team, you represent the voice of the customer and you set priorities accordingly.

Ultimately, the Customer Success Manager maintains a direct line with clients to understand and help solve their problems; improving overall satisfaction rates in the process. You will also work closely together with other employees to ensure customer questions and concerns are addressed in a timely manner by managing both scope, budget and roadmap (backlog).

# Accountabilities

- 01 | Make sure the scope and service budget is in alignment with and approved by the customer
- 02 | Accurate service releases in agreement and acceptance of all stakeholders
- 03 | Update customer administrations including runbooks, subscriptions and invoicing according to current project/product status
- 04 | Make sure that customers are happy so Customer Lifetime Value (CLV) will be increased each year
- 05 | Owner of all client on- and offboarding materials and procedures
- 06 | Maintain a carefully segmented client portfolio overview and activity backlog

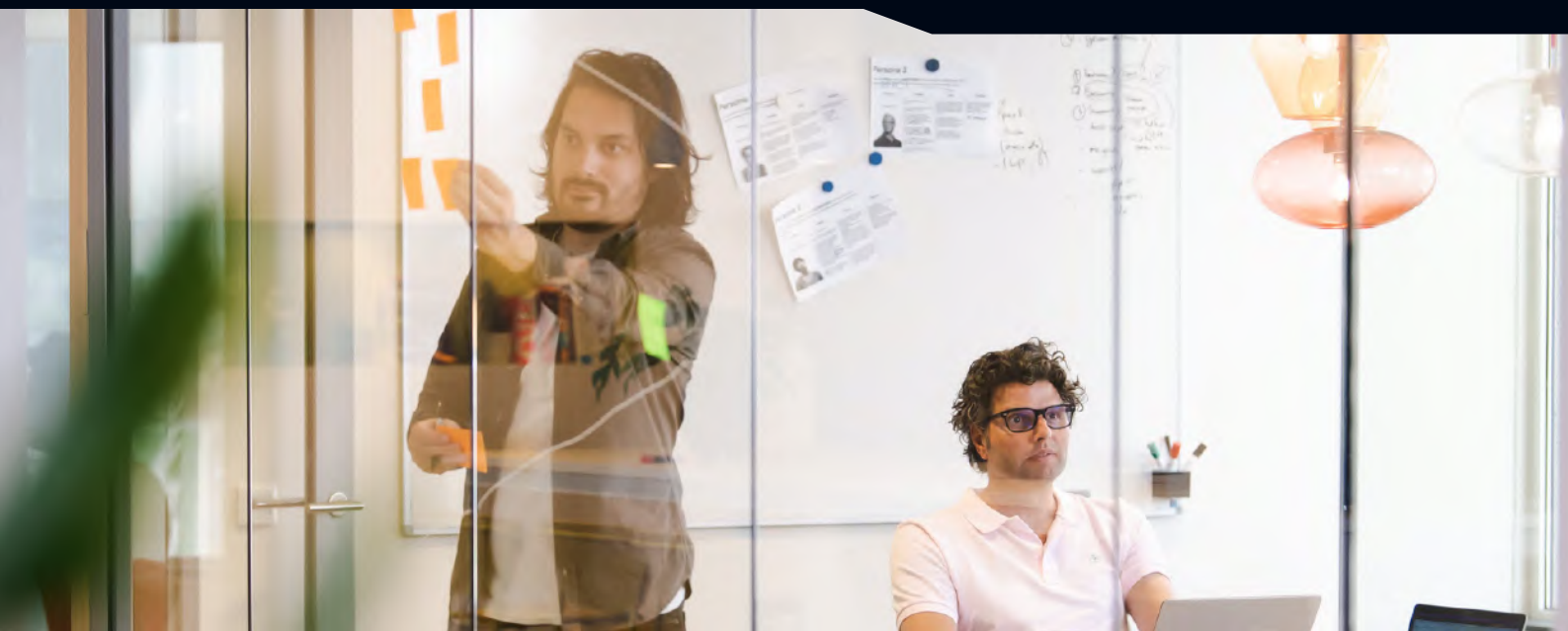


# Competences and skills

- » An independent thinker; creative and proactive in finding the best solutions
- » Good verbal and writing skills in Dutch and English
- » Customer-oriented and watchful for commercial opportunities, in the short and long term
- » An avid multitasker with experience to manage multiple projects simultaneously
- » Familiar with tools such as JIRA, Confluence, Excel
- » Excellent communication and negotiation skills with different people at all levels
- » Outstanding presenter and workshop facilitator; comfortable speaking in front of groups
- » Great sense of empathy, for customers' concerns and thoughts regarding their daily operations
- » Strong analytical skills (e.g. ability to collect and analyze information, identify viable solutions or opportunities quickly)
- » Ability to think on your feet and facilitate quick decision making, and evaluation

# Responsibilities

- » Develops and nurtures healthy customer relationships and promotes customer loyalty
- » Evaluate and analyse a customer's needs and concerns and transform those into growth plans
- » Seek for possibilities to strategically improve customer experience long term
- » Builds a sense of trust and transparency with clients
- » On- and offboards clients
- » Encourages customers to upgrade their services/products
- » Proactively giving advice to customers based on analytics
- » Establish and execute clear client retention goals





- » Develop and manage client portfolios
- » Process milestones for clients and employees to work towards
- » Upsell services and products towards customers in line with company vision
- » Optimize existing service processes within the company and actively enhance all customer success initiatives
- » Update customers and other stakeholders when service planning changes and manage escalations



# Output

These indicators will allow you to contribute optimally to the company's goals and successes.

Customers happiness is >8

100% of support issues are managed within SLA or communication initiated if not manageable

100% of critical security issues are fixed within the goal of 24 hours or alternative communication or measures are taken if this goal is not met

100% of high security issues are fixed within goal of 48 hours or alternative communication or measures are taken if this goal is not met

99% of the time websites should be available and have no down-time

Monthly recurring revenue is measured so it can be improved

Realize business growth and profitability by 15% on yearly basis by growing department services to existing customers

Periodic reporting on client satisfaction rate to management



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