

# **Customer Success Manager**

**Rainton Bridge Business Park, North East, UK**

## **Overview**

WorkCast are a rapidly growing technology company based in the North East, UK, and Seattle, USA. We create a world leading webinar and virtual event platform used by major organisations including Sony, Elsevier, Wiley, Nature Magazine, Barclays, Gartner and Standard life. Our outstanding product and amazing team make webinars and online events a far richer and more accessible experience for attendees and remove the barriers for Marketers to run and benefit from webinars.

## **Package - Highly competitive salary + Commission**

WorkCast offer an amazing package with many benefits.

We provide a fun environment with many company social activities, excellent pension scheme, life assurance and excellent holidays. We provide free snacks, drinks, fruit and breakfast. You have complimentary access to Perkbox with a huge amount of savings available.

## **Purpose**

To ensure that clients have the best possible experience using WorkCast, and develop a relationship with clients in order to understand how you can help them reach their goals. This relationship will enable you to maintain high retention, and maximise growth within other divisions.

## **Accountabilities**

- Keep in regular contact with all clients under management (both telephone and face to face) to review their goals and ensure they are being met.
- Ensure renewal of all existing Licences under management, leading to a high retention rate.
- Ensure customers utilise the Platform regularly to achieve their goals.
- Actively search for new opportunities within existing accounts and identify decision makers.
- Maintain a profitable pipeline of sales leads to ensure monthly and quarterly sales targets are achieved.
- Provide accurate forecasting for opportunities up to 3 months in advance.
- Work closely with the WorkCast delivery team to ensure that the clients receive the highest possible quality of service throughout.
- Keep up to date with industry news (including competitors), and carry out research on the organisations you work with in order to understand why they benefit from using WorkCast.

- Competently record activity (leads, updates, progress etc) through a CRM, such as Hubspot, in order to maintain a structured and organised approach to your workload.
- Develop robust and accurate proposal and contract documentation as required.
- Maintain a presence on social media (eg. Twitter, LinkedIn) to promote WorkCast.
- Become a champion of the WorkCast product focusing on the values and benefits of the product.
- Deliver best in class customer service for every client.

### ***Requirements***

- 2+ years experience of B2B sales experience
- Able to work independently in an entrepreneurial, start-up environment
- Proven ability to learn fast and implement quickly
- Sound understanding of, or background in, technology
- Experience working to tight deadlines, targets and under pressure
- Excellent communication skills in writing, speaking, listening and cold-calling
- Able to work independently in an entrepreneurial, start-up environment
- Solid understanding of social media tools and vehicles including LinkedIn, Twitter, Blogs and monitoring tools.

### ***Person Specification:***

- A self-motivated, proactive individual who is comfortable working to targets
- Confident selling complex solutions and services within technology
- Able to react quickly to change
- Holds excellent and confident interpersonal and presentation skills with the ability to portray a strong professional image.
- Comfortable and confident in both a sales and account management environment
- Holds a strong team ethic with the ability to collaborate with a diverse range of people
- Team Player

If you are interested please drop us an introductory email, with your CV, to  
[michelle.houghton@workcast.com](mailto:michelle.houghton@workcast.com)