



## CAREER OPPORTUNITIES

# Job Description Success Manager

### WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for a Success Manager based in the US to join our team.

### THE OPPORTUNITY:

The successful applicant will be predominantly managing mid-market and strategic accounts. The role involves building relationships with key customers and partners, driving adoption and outcomes leading to high retention, value expansion, and advocacy of our products and services by our partners and customers.

The SM will become an advisor and subject matter expert for our customers and channel partners by engaging with other internal stakeholders across the Professional Services, Product, Engineering, and Marketing teams.

### YOU WILL BE RESPONSIBLE FOR:

- Being the main point of contact between the company and your given customer and partner accounts for any account related queries.
- Measuring and understanding customer churn risk by communicating regularly with customers and partners, creating and analysing customer health metrics, running NPS and gathering other feedback as required to provide informed reporting to Management.
- Collaborating closely with other departments and team members whilst owning responsibility for oversight of the renewals process.
- Achieving expansion/cross sell/upsell/renewal targets set for allocated customer base.
- Provide insights to customers to ensure that they get the most out of products and services with the aim of helping grow our customer base and maintain positive net retention.
- Maintaining a cadence of communicating with key customers and partners about their adoption trends, sentiment, whilst mining opportunities for deeper engagement.
- Identify opportunities for customers and partners to act as PCI Pal advocates (e.g. testimonials, case studies)
- Aligning resources across the organisation as needed to support customers' and channel partner's needs.
- Representing the voice of the customer to provide input into product, marketing, professional services, sales and engineering processes.
- Providing professional services quotations, working in conjunction with the relevant internal teams.



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## WE WANT TO HEAR FROM YOU IF YOU:

- Have experience in a Customer Success, Relationship Management, Account Management, Service Delivery or similar role in a B2B software or technology company.
- Exceptional communication skills, highly organized, collaborative and detail oriented.
- Excellent commercial awareness, able to understand and act on the commercial workings of a B2B relationship.
- Experience building and maintaining excellent working relationships, with a goal to mitigate churn and drive engagement and renewals.
- Empathetic, positive attitude with a desire to help our customers and channel partners reach their required outcomes.
- Strong analytical skills, with the ability to translate data into insights.
- Have a passion for technology and for being a part of a fast-growing company.
- Experience working with cross-functional teams (e.g. Sales, Product, Marketing, Professional Services)
- Have, or be willing to learn, basic technical skills and technical software quickly e.g. connecting to APIs to confidently discussing technical terms.
- Knowledge of telephony, contact centre, or payments would be an advantage

## IN RETURN WE OFFER:

- 25 days PTO
- Medical, dental and optical insurance cover
- Birthday leave to celebrate your special day!
- Hybrid working or work from home
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- "Work from anywhere" 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

## TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team [people@pcipal.com](mailto:people@pcipal.com)