

# Salesfire

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## We are looking for a Client Service Manager to join our team

**Salary:** £20,000 - £26,000

**Location:** Middlesbrough

**Type:** Permanent



# Why we exist

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We're recruiting for a proactive and hands on Client Service Manager to join our Client Services team here at Salesfire. By immersing yourself in your portfolio of clients, you'll fully understand how their business goals can be supported by Salesfire and show strong initiative in the coordination of onboarding, integration and support. Applicants must be able to display a strong knowledge of eCommerce - digital marketing experience would be a definite bonus

We're determined to help eCommerce businesses compete in a competitive industry dominated by huge blue chip companies. Our service provides online retailers the products and solutions they need to create a personalised user journey and enhance their online shopping experience.

Since first launching in 2017, Salesfire has grown to provide a personalised on-site experience to over four million customers a day. Over 500 online businesses in the UK trust our award-winning products to help them convert more visitors into customers.



## The part you'll play

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- Manage and maintain a relationship with a diverse portfolio of clients
- Provide help and technical support pertaining to the Salesfire platform.
- Effective onboarding of clients to the platform, providing clients a rock solid foundation.
- Problem solver
- Previous experience as an Account Management or Digital Customer Service role
- Identify opportunities for growth, nurture the health of their CRO initiatives alongside the Salesfire offering.
- Work closely with the Business Development team and Client Strategy Managers to Identify renewals, upsell and cross-sell opportunities and potential increases to your client portfolio value.

## The skills you'll need

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- Be a decisive, commercially minded, problem solver.
- Clear, confident and concise communication skills.
- Confident in ensuring the delivery of high-quality, customer-centric customer service.
- Proven experience presenting to key business stakeholders
- Strong workload management and prioritisation skills.
- A well presented, well-spoken, articulate and professional demeanour.
- Determined, driven and willing to learn
- Accountable for portfolio growth, client retention and product adoption.
- At least 2 years experience in managing accounts in a SAAS company, agency or working with a portfolio of clients.
- An eCommerce and marketing background would be desirable
- Degree level education in a relevant subject is preferred but not essential.

## The perks we offer

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Our team is at the centre of our success and we ensure we offer the benefits and opportunities they deserve. At the heart of our collaborative culture is our newly refurbished Middlesbrough HQ and we've made sure it's a great place to work.

We provide the technology and equipment you need to carry out your role to the best of your ability, shared meeting and break-away spaces for when you need time away from your desk and a fully stocked kitchen of tea and coffee. In addition, we offer flexible working for a better work-life balance and regular social events.

We all need a break from work, so everyone gets 24 days paid holidays in addition to the public bank holidays.

## How to apply

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If you feel you would be a great fit to our team, please send your CV and cover letter to the email address below.

Click the link to start your application.

[careers@salesfire.com](mailto:careers@salesfire.com)