

Salesfire

We are looking for a Client Success Manager to join our team

Salary: Competitive

Location: Middlesbrough

Type: Permanent



Why we exist

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.

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.

This has all been made possible through our talented team which has grown to over 40 strong and we are seeking a talented, confident Client Success Manager who has a passion for working with and growing eCommerce businesses. We are looking for commercially minded individuals who are able to put themselves in the shoes of online retailers and bring about real change.



The Role

We're on the lookout for a proactive and strategic Client Success Manager to join our Client Services team here at Salesfire. By immersing yourself in your client's portfolio, you'll fully understand their industry and business goals, identify key opportunities for growth utilising our Salesfire suite of tools. Applicants must also be able to display a strong knowledge of digital marketing and eCommerce with experience of B2C preferred.

The part you'll play

- Proactively reach out to your client portfolio, review performance and help them find the ways to get the highest ROI out of the product or service.
- Have a deep understanding of the client's industry, challenges and strategy.
- Close-knit relationship with clients to increase LTV/loyalty.
- Become an expert in conversion rate optimisation and the Salesfire suite, utilising knowledge to collaborate with the marketing and sales teams.
- Keep up to date with the latest eCommerce trends and share knowledge across the company, supporting quarterly strategies that span the entire Salesfire portfolio.
- Key team member to shape our clients quarterly strategies and respond to clients requirements.

The skills you'll need

- A commercially minded decision maker and a keen problem solver.
- At least 3 years experience in a Customer Success or Account Management role in a tech company, working with a portfolio of clients.
- Data-driven and strategically minded with strong analytical skills.
- Degree level education in a relevant subject is preferred but not essential.
- Customer-centric customer service.
- Strong communication and presentation skills; face to face, written and verbal.
- Strong workload management and prioritisation skills.
- Well presented, well-spoken, articulate and professional.
- Determined, driven and willing to learn.

The perks we offer

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

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