

Customer Success Manager

About Us

Tyresoft is a software company that develops and implements business management solutions for the automotive industry. We strive to be best-in-class for our industry, which we achieve through our enthusiasm, passion for technology and the fantastic relationships we have with our customers and partners.

We're a small and agile team of people, based at our city centre office in Worcester. Our customers and partners range from small independent garages to major national chains, wholesalers to more well-known blue-chip organisations such as Pirelli, Continental and Michelin.

Our organisation seeks to continue our exciting plans for growth and cement our place as the most innovative and forward-thinking company in our sector.

About The Role

The Customer Success Manager (CSM) role touches on the full customer journey, from signup and onboarding of new customers, to ensuring more established customers get the most from their subscription.

The CSM will be involved in all aspects of support, account management, demonstrations, educating & training customers, onboarding, consulting and more.

- The CSM will become a **product expert** in all of our software, web solutions and mobile apps.
- The CSM will **onboard new customers**, co-ordinating onboarding plans, educating customers on how to utilise our solutions to meet their needs and see value as quickly as possible.
- **Account Management:** be proactive in keeping in regular contact with established customers and addressing non-support related needs. Help the customer identify opportunities to better use our products.
- **Manage Support:** as a product expert, the CSM can help the support team resolve day-to-day support needs and if necessary, help coordinate the development team's resolution of more complex issues.
- **Voice of the Customer:** advocate customer needs, and gather feedback that can be shared with the product team to drive innovation.
- Share your experience to help define our processes for the Customer Success Team as we launch a major update to our product.

What We're Looking For

- Experience of customer success type role (e.g. onboarding, implementation, support at a SaaS business)
- Tech-Savvy: capable and confident using and learning applications
- Passion for helping customers solve their business problems through technology
- Great communicator with outstanding interpersonal skills
- Has a high level of accuracy and attention to detail (especially when working with data)
- Enthusiastic and flexible in approach – able to operate effectively in a dynamic environment with change
- Driven, self-motivated and able to work autonomously in structuring your day
- Any experience of the automotive industry and/or accounts/bookkeeping type software packages would be advantageous

Location

Tyresoft is based in Worcester city centre, a short walk from both the bus and train station. We have adopted a hybrid working model, with the flexibility to work from home part of the week (should you wish). Therefore, you need to be able to commute to our office in Worcester for at least some part of the week.

The Package

- Full Time
- Hybrid-working model
- Competitive salary dependant on experience and progression
- 25 days annual holiday plus your birthday off as well
- Fun, relaxed and informal working environment
- Dynamic business with substantial opportunity for career progression for star performers