

**NMORE GROUP**

# **NMORE GROUP LTD**

## **Job Description: Customer Success Manager**

Conforms to ISO 9001:2015

NMG - JD3 Edition 1

Issued: 02/02/2022

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**OPEN POSITION**



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**1.0 ABOUT THE POSITION**

**1.1 General**

This *Job Description* describes the role of the Customer Success Manager. This form has been:

**Prepared by** Lazar Zadniprenko

Position: Chief Operations Officer

Contact: [REDACTED]

Signature:

Date: 02/02/2022

**Approved by** Nikita Snigirev

Position: Chief Executive Officer

Contact: [REDACTED]

Signature:

Date: 02/02/2022

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1.2 **Revision History**

<b>Edition</b>	<b>Date</b>	<b>Nature of changes</b>
1	01/09/2021	Original release of the Job Description.

1.3 **Reports to**

1.3.1 Chief Operations Officer.

## 1.4 Job Description

### Customer Success Manager

The Customer Success Manager role is that of middle management reporting directly to the Chief Operations Officer. Your primary focus will be the timely execution of orders coordination in the execution of orders, processing of local offers, assisting customers throughout the delivery process.

#### Required Attributes

- Demonstrated success developing and implementing strategic and operations plans;
- Executive "presence" and gravitas; exceptional ability to immediately establish one's credibility and build empathy with senior executives
- Excellent collaboration skills with the ability to quickly build rapport and gain trust
- Presentation skills and a high level of executive presence
- Ability to distill large volumes of data into key findings and organize ideas in a logical pattern using clear communication to convey those ideas
- Exceptional learning agility and ability to distil insights from various data and information sources; Keen and able to digest large amounts of information
- Strong organizational skills, as well as attention to detail;
- Ability to articulate clearly, recommend and explain resolutions;
- Strong analytical, communication and problem-solving skills;
- Ability to work individually, and manage integrated teams;
- Attentiveness, consistency, and ability to work under pressure;
- Ability to establish accurate expectations from escalating issues;
- Willpower and determination to complete set out objectives;
- Meticulously process procedures for internal and external parties;
- A strong awareness of emerging technology and IT trends;
- Advanced knowledge of IT systems, both hardware and software;
- A passion for technology and how it affects the environment;
- Awareness of the importance of knowledge and education.

#### Education

- Degree in Business Management and Marketing or similar (2:1 or higher).

#### Required Experience

- 3-5 years of industry experience at an executive level within similar customer centric positions.
- Knowledge of the tech context – either through experience or exposure is a must.
- Ideally have good knowledge of product and infrastructure development, IT service management and support.

#### Key Responsibilities

- Establish clear retention goals and process milestones for the client and employees to work toward
- Assist customers as needed with setting up and navigating programs or software associated with a product or service
- Seek to promote the value of the product and upsell services and products with brand image and promoting value through customer experience
- Assist in creating training courses and educational materials for other members of the department
- Review customer complaints and concerns and seek to improve all aspects of the customer experience with the company
- Maintain a detailed understanding of products and services, assist customers with questions and suggest the best products for their needs
- Optimize existing processes within the company and actively enhance all Customer Success initiatives
- Ensure the smooth functioning of all the processes in the company.

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**Job Description**

- Full-Time Customer Success Manager;
- Work for 45 hours per week;
- Get paid on a monthly basis;
- KPI and salary review yearly;
- 21 days of holidays per year.

**Required Documents**

- Resume (mandatory);
- Driving license (mandatory);
- Reference List (preferred).