

**JOB DESCRIPTION**

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**Job Title:** Customer Success Manager (CSM) Europe

**Group:** Business Development

**Salary Band:** TBC

**Reports to:** Director of Business Development

**Location:** Reporting to Cambridge UK office but location flexible within UK or Europe

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**ROLE PURPOSE**

To work with CCDC customers to ensure their needs and goals are prioritised. The CSM will form direct relationships with customers and provide them with timely value propositions to ensure customers are generating a measurable return on investment and to drive high levels of customer satisfaction and renewal.

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**MAIN DUTIES AND RESPONSIBILITIES**

1. Advocate CCDC, it's product and services, to customers. Uncover customers' explicit needs and provide solutions for them to drive high levels of customer satisfaction
2. Promote customer adoption of CCDC solutions, create loyalty and ensure retention
3. Onboard new customers to optimise their experience, ensure they are educated on use of the products to best meet their needs and goals
4. Match customer needs with CCDC products and services to deliver upsell and cross-sell opportunities
5. Identify and develop collaboration opportunities for research and product development
6. Develop case studies and referenceable customer sites
7. Champion customer needs within CCDC by developing a deep understanding of their requirements, likes and dislikes. Organise, analyse and share customer information with internal departments to ensure voice of the customer is always embedded in business decisions
8. Coordinate with customer support, admin and finance for resolving technical and business queries. Coordinate with product management to ensure customer input into product development and with marketing to develop customers as reference sites.

**Our Values**

**Quality, Innovation, Passion, Community, Collaboration, Integrity, Customer Centricity, Agility**