



Careers @ Virsae

Virsae is a fast-growing global SaaS business, headquartered in New Zealand with offices in the US and UK. Our cloud-based business communications management platform, Virsae Service Management (VSM), is leading the way in delivering peak performance for UC and CC environments. Learn more at www.virsae.com.

We are now hiring a **Customer Success Manager** to support our growing US customer base.

Customer Success is a relatively new concept to many. But for Virsae, it's in our DNA. If you have a strong technical bent, are passionate about your customers, and have a whatever-it-takes attitude, then we want to hear from you!

We pride ourselves on being a great place to work. If you're ready to fast forward your career working with people who are the best in their field then send your resume through to recruitment@virsae.com.

Role description – Customer Success Manager

Please note, this description outlines the general requirements associated with this role and is not intended to be an exhaustive list of the responsibilities and activities.

Title:	Customer Success Manager
Reporting to:	Chief Operating Officer (dotted line to Channel Management)
Description:	<p>Customer Success Management is an integration of the activities of Marketing, Sales, Professional Services, Support and Training. Virsae Service Management (VSM) is our key service.</p> <p>As the title suggests, the Customer Success Manager's role is to deliver successful outcomes to Business Partners and VSM Customers:</p> <ul style="list-style-type: none">• Understand the required outcomes – define success for Business Partners and Customers on a case by case basis.• Enable the appropriate Customer Experience – this includes all interactions from onboarding and training, to support and adoption.
Main objectives:	<ul style="list-style-type: none">• Assist the Sales team and Business Partners by providing technical support, conducting demonstrations, responding to RFPs and answering technical questions.• Activate VSM services on behalf of the Business Partner and end Customers. Act as a Subject Matter Expert to train Customers on the technical details and the value VSM delivers.• Develop and maintain long-term relationships with key stakeholders in your account portfolio (Business Partners, Direct-touch Customers and Direct Customers). Understand their business needs and success criteria.

	<ul style="list-style-type: none"> • Upsell services where the Customer hasn't taken the entire VSM portfolio, or where additional infrastructure or applications can be serviced. • Be the Customer or Business Partner advocate internally. Report any accounts that are at risk, formulate and execute a retention strategy. • Report regularly to the COO on any necessary enhancements to achieve required outcomes and appropriate experience.
<p>Desired Skills & Experience:</p>	<ul style="list-style-type: none"> • Solid and proven customer management experience. • Superior presentation and facilitation skills. • Ability to be outstanding in a customer-focused environment. • Organizational skills to manage multiple customers from varying business sectors. • Strong analytical and decision-making skills. • Ability to understand business needs and recommend solutions that meet them. • Excellent written and verbal communication skills. • Formal ITIL Service Management qualification. • Technical background with hands-on experience with Avaya, Skype for Business and Cisco UC platforms. • Basic Windows Server skills and or exposure to firewall administration/troubleshooting. • Previous experience as a Sales Engineer or similar is an advantage.
<p>Internal relationships:</p>	<ul style="list-style-type: none"> • COO, Channel Management, Sales team, Global Operations Manager, Technical Product Manager, Customer Success Managers. • Direct reports: Nil
<p>Further commitments:</p>	<p>After hours availability as required from time to time:</p> <ul style="list-style-type: none"> • Customers and Business Partners will escalate regional severity 1 issues via their CSM. • Customer business drivers may dictate certain activities are dealt with outside of normal hours. • Some travel throughout Europe, North America and the world will be required.