

Position	RELATIONSHIP / ACCOUNT MANAGER
Reports To	VP Customer Success & Experience
Department	Customer Success & Experience
Employment Type	Part Time
Location	Melbourne HQ or remote either NSW or QLD
Role Brief	Be a key contributor to customer engagement, experience and retention. Build strong, long-term relationships with existing customers, always with a customer-oriented focus to ensure long-term customer satisfaction and retention. Provide account management and customer engagement for allocated customers with a focus on customer retention and maintaining % increase for recurring revenue.

Key Attributes

- Strong Customer Focus
- Strong Communication & Writing skills
- Listening & Approachability
- High Attention to Detail
- Time Management
- Ability to Work in a Team & Autonomously
- The ability to travel to meet customers and attend events

Responsibilities

- Ensure regular follow up with customers as their dedicated Account Manager for Libero, including keeping CRM up to date with comms and renewal information
- Pitch and negotiate additional services as appropriate with a focus on customer retention / renewal
- High Priority on connecting with all existing customers as the new point of contact regarding their account; followed by a regular schedule of contact with libraries to ensure engagement and retention
- Manage Renewals for AU region, invoice and report on activity as required
- Participate in meetings and calls with customers and be a trusted advisor with regard to best practice in our products as well as to present and showcase new features and functionality
- Work closely with customers to provide system health checks for customers with a focus on driving sales for additional consulting/project services
- Contribute regularly to the CSCX and customer knowledge bases

KPIs

- Customer Satisfaction
- % retention of renewals for existing customers

Experience & Skills

- Experience working in libraries / library industry
- Relationship, Account or Supplier / Vendor Management and/or sales experience
- Advanced knowledge of Microsoft applications
- Basic technical understanding and knowledge of Microsoft applications, Enterprise technology and architecture
- Excellent attention to detail
- Competent and confident approach to problem solving
- A strong focus on the customer, and 'Delivering value, before extracting value'
- Relationship building skills including strong interpersonal skills, excellent customer service and the ability to educate and be a trusted advisor
- Excellent communication, both written and verbal
- Experience with proposal preparation and presentation skills and CRM administration
- Excellent phone manner
- Experience with objection handling and complaints resolution
- Ability to work effectively, and contribute as part of the team
- Dependability – do what you say you will do
- A true passion for Customer Success & Experience

Key Duties

Product Knowledge

- Intermediate product knowledge of Libero
- Basic understanding of our help content to direct and allow customers to self-serve
- Understanding of Libero, the services offered and how our customers utilise the software to achieve business outcomes
- Act as a pre-sales advisor to support the activities of the Sales Team

Customer Engagement

- Proactively engage with existing customers in order to build positive relationships, listen to and address concerns / issues, educate on available products and services
- Provide customers with timely solutions, promotional offers and excellent customer service
- Prepare quotes / proposals as required
- Regularly follow up customers to promote additional professional services with an aim to driving more spend from existing customers, leading to long term customer retention and engagement
- Be a key contributor to gathering feedback in the form of surveys, emails, phone chats, etc. to assist us in enhancing the customer's experience
- Encourage and request case studies / stories / testimonials from customers. Be the liaison between the customer and the Marketing team

Customer Advisor / Retention

- Understand customer needs and continually share feedback with the Customer Success/Experience, Sales/Marketing and Product/Development teams
- Develop new strategies for customer retention activities
- Respond to escalated customer queries and address service complaints in a timely manner
- Monitor and track customer renewals to ensure proactive follow up well ahead of anniversary/renewal dates
- Discuss new products, benefits and features with existing customers regularly. Schedule demos where appropriate to further demonstrate and explain the product
- Customers are engaged with on a regular basis (no less than every 3 months) with value-added content, invitations to events, and questionnaires, etc. to ensure maintenance of the relationships and retention of the customer

Product Roadmap

- Provide regular feedback and insight into customer experiences with our products
- With a customer focus, be an active participant in the discussion relating to new/existing functionality as required
- Where required, take relevant notes which will form the basis for future "Help" site content and discuss / share as appropriate with the Customer Success & Experience team members

Events

- Attend tradeshow as required
- Actively contribute to the organisation and coordination of existing customer events, e.g. customer panel discussions, lunch & learn, industry events, etc.
- Represent Knosys in a professional and knowledgeable manner
- Deliver an 'Out-takes and findings' debrief and report at the end of each event, to share knowledge with the business

Sales Enquiries

- Be available to assist with sales enquiries via email and phone calls when required and escalate as appropriate
- Develop and provide sample Project Schedules for prospects as requested by the Sales Team

General Administration

- Management and planning of customer engagement activities through the CRM
- Regular reporting on renewals and engagement activities as requested
- Collecting customer feedback information (including trends, desired features, identified gaps, etc) and communicating these to Customer Success/Experience, Sales/Marketing and Product/Development teams
- Maintain renewal correspondence and data in the CRM including appropriate setup and execution for Future Renewals deals, up to date contact details, etc.
- Generate invoice requests as required and send out to customers

Social Engagement

- Build and maintain a 'personal brand' that aligns and supports the company brand
- Seek every opportunity to enhance and amplify company marketing messages and brand awareness
- Seek opportunities to deliver value to potential buyers in your networks through creating and sharing content, events, and connections that are relevant and informative
- Build a personal network by connecting with every customer
- Engage with network connections

Research & Analysis

- Continually researching to monitor the library management software market including both local and global trends and shifts that may have implications on our products & services
- Stay informed about the latest updates in the market with regard to technologies used by or in conjunction with Libero and share knowledge with the team.

For more information, or to submit your CV, please email
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