

Customer Experience Manager – fixed term, maternity cover

THE OPPORTUNITY

To support continued customer growth, we are seeking an outstanding individual to drive success with our clients. The ideal candidate combines strong technical knowledge and commercial acumen alongside project management credentials and the ability to inspire customers.

Responsibilities include:

Implementation

- Run kick off meetings with new clients to scope out the detail of the project, identify blockers or potential issues and drive excitement in the client for the product and project
- Be responsible for implementing products with the customer, including defining the configuration, planning the timelines and milestones and problem solving the overall solution.
- Deliver to business KPIs and ensure customer satisfaction is high

Technical Support

- Set up and run technical support for clients as they go live and use commercial support desk software to manage the customer communication
- Become an important conduit between the client and technical experts (Data Science and Engineering)
- Debug and provide initial triage on client issues, solving them if possible or escalating as required

Customer Service

- Build strong working relationships with the main client contacts and key client specialists that support the internal team
- Work alongside the client to develop KPIs, success criteria and ROI for products and monitor and manage them throughout the lifetime of the contract
- Manage the invoicing for the clients and be responsible for forecasting end user numbers

Team Development

- Input into the team strategy & plan
- Become a subject expert in the market

- Ongoing account review for new opportunities, upsell and cross-sell to increase ongoing revenue and footprint in the client's business

REQUIREMENTS

- Experience in managing software related deployment projects and/or software development.
- Ability to collaborate with engineering and data science teams, resolving customer issues and experience of using JIRA, Confluence and Zendesk (or similar customer support software)
- Significant experience in a customer facing project management / delivery role
- Demonstrable experience of working in a SaaS based business and a service sector (Financial, Utility, Telco) business
- Excellent interpersonal and communication skills
- Thorough and accurate, with good attention to detail
- Ability to quickly build credibility, trust and rapport with both your colleagues and clients
- Proven ability to control project cost, quality and timeline effectively would be ideal
- Results oriented, resilient under pressure and energetic
- Focused problem solver with the ability to implement pragmatic solutions in a business environment
- Business analysis skills
- Experience in start-up/entrepreneurial environment desirable

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