



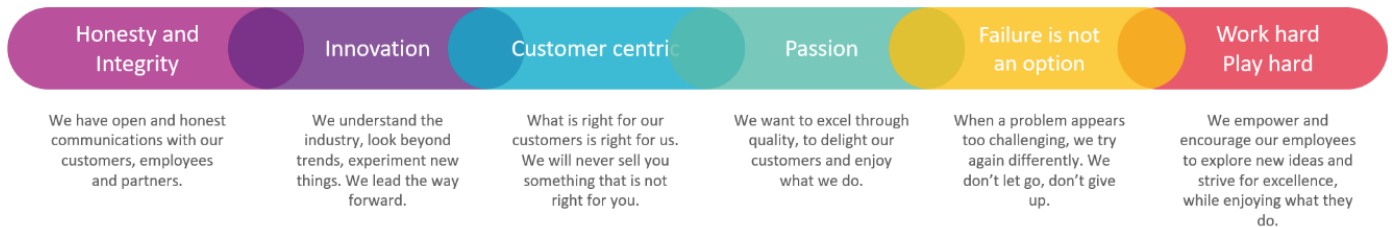
Customer Success Manager

About Us

Aura is a global provider of communications solutions, headquartered in London. We proudly partner with some prestigious global organizations. As an organization, we stand out by delivering excellent levels of customer service. Our Customer Success team sits at the heart of the customer journey, you will have a strong level of autonomy and the freedom to drive change, with backing from senior leadership.

The culture is fantastic, and certainly the right environment to build a career, with industry-leading benefits, and a modern outlook to the work-life harmony of staff.

Our Values



The Role

Aura is looking to recruit a Customer Success Manager to join our Customer Success function. Ultimately, creating customer loyalty is the priority and the role requires experience in customer service, contract management and invoicing, in order to service Aura's direct and channel customers.

Who are we looking for?

The Customer Success team aims to provide high levels of customer satisfaction to our partners and customers. The team operates at the centre of Aura and looks after our customers throughout their journey, from their introduction via Sales, the delivery of their solutions and providing support and after-sales care. As part of the team, the successful candidate will work closely with their Customer Success peers, providing holiday coverage where required, and have daily engagement with the Sales and Finance teams.

Key responsibilities & Duties

- Reviewing, drafting and negotiating customer commercial documentation
- Supporting the Accounts team with managing the business' monthly recurring revenue stream, including CRM administration and preparing draft invoices
- Internal sales (includes quotations, CRM administration and invoicing)

Additional Customer Success team responsibilities

- Monitoring team mailbox
- Project coordination
- Connectivity portfolio provisioning
- Onboarding newly installed solutions to Support, ensuring Support are supplied with the correct information on supported solutions and relevant Third Party contact details.



- Escalation management
- Support renewals

Personal Attributes

- Relationship management
- Verbal, written and interpersonal skills
- Self-motivated and a self-starter
- The will to succeed
- Enjoys working as part of a team, in a fast paced environment
- Used to working at all levels of seniority and the ability to negotiate with all client levels

Required Skills and Experience

- Previous experience reviewing, drafting and managing commercial documentation
- Commercial acumen
- Excellent customer service and communication skills
- Understanding of project management, service management and service delivery
- Experience using the Microsoft Office 365 Suite
- Knowledge and understanding of CRM systems

Reporting to – Global Operations Manager

Location – Central London office location

Package:

- Competitive salary and bonus
- 25 days annual leave
- Company pension scheme
- Company life insurance
- Company health insurance

How to apply:

Email your CV to: jointheteam@weareaura.com

Subject line: Job opening and your full name.

After emailing us, you will hear from us in less than 15 days.

Not the job for you? Share it with a friend that you know will be perfect for this role!