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## CASCAID is looking for a Customer Success Manager

### Who are you?

You believe that a company's success depends on its clients' success. You are passionate about cultivating and maintaining strong relationships with new and existing customers as their primary point of contact, and you've got the interpersonal skills and strategic acumen to back it up.

You have a proven track record of successful account management in SaaS. Due to your focus on delivering value to clients with every interaction, they perceive you as a trusted advisor and advocate. You can quickly and efficiently resolve clients' problems using an ingenious mix of empathy, critical thinking, and practical advice. In addition, as a trusted adviser, you are comfortable challenging customers where the activity or behaviors put their success at risk. Above all, you identify with our mission of empowering educators with tools to help students plan their successful futures.

You will deliver value to our clients with each interaction. In your enthusiasm and eagerness to help, they will find the inspiration and strategies they will need to increase adoption of Xello. You'll manage renewals and drive incremental revenue where possible. You will also aid CASCAID in our own quest for continual improvement by analysing our processes and helping us to shape our customer engagement strategy.

Sound exciting to you? Read on!

### What you'll do...

- Build trusted advisor relationships with clients to increase adoption and client satisfaction
- Share best practices with our clients for successful implementation of Xello

- Nurture account retention by proactively engaging with clients to gain insights, communicate new and improved product functionality, undertake analysis, identify opportunities for increasing usage, and foster add-ons and upselling
- Clearly and compellingly articulate the Xello value proposition through update sessions, phone calls, webinars, and other client communication venues
- Coordinate, schedule, and facilitate web-based training sessions and on occasion in-person product demonstrations
- Based on client interactions and monitoring key metrics and revenue reporting, provide early identification of potential client issues and address
- Manage and resolve client issues through collaboration with internal teams, including product development, sales, and onboarding
- Act as an advocate for both the client and Xello to ensure appropriate resolutions
- Document all client interactions in our CRM and outreach tools

## What we're looking for...

- Minimum 2 years of demonstrated experience managing accounts with high levels of satisfaction and retention
- Proven track record of success establishing new relationships in addition to having a strong client service orientation
- Strong problem solving, decision making, and analytical skills, with the ability to think creatively and be resourceful when assisting clients
- Demonstrated experience managing client expectations and having difficult conversations, with a focus on reaching positive outcomes
- Persuasive presentation skills with excellent written and verbal communication skills
- Attention to detail, passion for insights, customer value and astute business judgment
- Proven ability to deliver presentations that drive engagement, adoption, and success
- Experience using Salesforce or a similar customer relationship management system

## Nice to have...

- Experience in a SaaS-based business
- Experience of the education market and careers sector

## We're CASCAID - come join us!

We are CASCAID (part of Xello), a leading developer of future readiness programs in the UK and Europe. Our mission is to help anyone, anywhere in the world, create a successful future through self-knowledge, exploration, and planning.

### We offer:

- Competitive salary
- 25 days annual leave increasing for long service (plus Christmas closure and bank holidays)
- Enhanced company pension scheme
- Flexible work arrangements that include remote working
- Monthly social activities
- A commitment to continuous learning and growth opportunities