

Position Description			
<b>Position Title</b>	Customer Success Manager	<b>Group</b>	Smart Transport
<b>Function</b>		<b>Department</b>	
<b>Cost Centre</b>		<b>No. of Direct Reports / Total Reports</b>	0
<b>Position Reports to</b>	Head of Smart Transport		

**Primary Accountability**

The Customer Success Manager (CSM) acts as the key contact with the client ensuring the customer is receiving value evidenced through high levels of Customer Satisfaction. The role works closely with all service owners to ensure alignment and awareness of all Delivery group activities so they may best represent NEC to the customer. Internally the role is responsible and has accountability for the attainment of existing customer growth and the quality of services provided to our customers by internal and external service providers.

**Areas of Accountability/Key Responsibilities**

**Customer Liaison**

- Provide an escalation path for the customer to raise any issues of failed service delivery and requests for additional technical services.
- Provide an avenue of clarification for any concerns held by NEC delivery teams regarding the customer's requirements, NEC contractual commitments or customer expectations.
- Work with service owners to achieve customer satisfaction targets and continuously improve NEC customer advocacy.

**Relationship Management**

- Work closely with customers to ensure contracted services are delivered effectively.
- Position relationship with the customer to ensure future opportunities are maximised through a solid trusting work relationship.

**Account Retention**

- Ensure Customer Success Account plans exist representing the customer needs and aligned with the NEC's strategic goals.
- Ensure that relationships with customers are strong, profitable and enduring at the Executive level, Vendor Management, Commercial Procurement and Programme Director level.
- Responsible for managing existing contract renewal or re-sign in collaboration with Sales, Service Operations/Delivery and Service Providers.
- Responsible for coordinating monthly customer meetings and ensuring reporting is fit for purpose.

**Service Delivery**

- Continual improvement of service delivery standards and practices
- Co-ordinate the respective service delivery teams to ensure effective and efficient operational service support for the contract.

- Work with the Head of Smart Transport to develop and implement Service Improvement Plans to address any areas where the service performance by NEC is identified as inadequate and needs improvement.
- Work to ensure all service issues are addressed/resolved to customer and contractual expectations.

**Challenges**  
List 2 – 3 challenging aspects of the position

- Coordinating multiple parties to ensure NEC delivers to its contractual obligations
- Becoming a trusted advisor to key customers
- Championing internal change to support customer outcomes

**Qualifications/Industry Certifications**

Essential	Desirable
<ul style="list-style-type: none"> <li>■ Degree in Business, Management or similar</li> </ul>	

**Professional Experience**  
Professional work experience and skills relevant to the position

- Experience with managing complex customer relationships
- Significant demonstratable experience working in a technical support and/or development environment
- Experience with managing, and getting the best out of, 3<sup>rd</sup> party contractors
- Demonstrable commercial acumen
- Proven track record of managing customer escalations
- Ability to deal confidently with stakeholders and communicate in a way that stakeholders understand
- Strong problem-solving skills and ability to think creatively
- Ability to work in a fast-paced environment
- Excellent decision-making ability

**Decision Making**

Decisions made independently by the role	Decisions/recommendations made after consultation with Manager
<ul style="list-style-type: none"> <li>■ Ability to make an informed decision on NEC’s contractual requirements for customers specifically relating to Hardware and Software Lifecycle components.</li> <li>■ Confirm the key contractual obligations NEC is responsible for to ensure customer Service Level Agreements are met.</li> </ul>	<ul style="list-style-type: none"> <li>■ Liaising with NEC Suppliers and Vendors to ensure we are meeting contractual obligations specifically relating to Hardware and Software Lifecycle components.</li> <li>■ Communications to key internal and external customer stakeholders.</li> <li>■ Negotiate commercial terms</li> </ul>

Key Relationships	
Internal	External
<ul style="list-style-type: none"> <li>■ NEC Smart Transport COE team</li> <li>■ National Service Operations Manager and team</li> <li>■ National Manager Cloud Services and team</li> <li>■ Commercial Manager</li> <li>■ Account Executives and wider Sales teams</li> <li>■ Wider NEC business, including Global teams</li> </ul>	<ul style="list-style-type: none"> <li>■ Key Customer Stakeholders.</li> <li>■ NEC and/or Customer Partners/ suppliers and vendors.</li> </ul>

Work Health & Safety Obligations
<p>Your health, safety and wellbeing is important to us at NEC. It is therefore critical that all employees take responsibility for the health, safety and wellbeing of themselves and others. To ensure a zero-harm approach and the well-being of all our people, you must comply with our policies and frameworks and ensure your own health, safety and wellbeing while at work and that your actions or inactions do not harm others.</p>

Our Vision
<p>Enabling secure identity and communication in a fast-moving world where every experience is connected.</p>

Our Intention and Values	
<p>Diversify and grow customers, our people, and our capability and revenue streams.</p>	
<ul style="list-style-type: none"> <li>■ Innovation</li> <li>■ Customer Centric</li> <li>■ Courage</li> </ul>	<ul style="list-style-type: none"> <li>■ Collaboration</li> <li>■ Excellence</li> </ul>

NEC Group Code of Values	
<p>The following core values are central to the organisations culture, attitudes and behaviour and it is expected that each employee will actively demonstrate their commitment to these values.</p>	
<ul style="list-style-type: none"> <li>■ Look Outward. See the Future</li> <li>■ Think Simply. Display Clear Strategy</li> <li>■ Be Passionate. Follow through to the End</li> </ul>	<ul style="list-style-type: none"> <li>■ Move Fast. Never Miss an Opportunity</li> <li>■ Encourage Openness. Stimulate the Growth of All.</li> </ul>