

**Job Title:** Customer Success Manager

**Location:** UK, Remote based first but flexible to travel regularly to London/Glasgow and wider client locations as required.

**Company:** arbnco

## About Us

arnbco delivers market leading SaaS solutions that help customers optimise the energy performance and carbon impact of their commercial building portfolios. Our mission is to develop technology that helps customers manage the relationship between building sustainability and its impact on people, creating the optimal balance between energy performance, carbon reduction and return on investment.

Formed in 2012, the company has a global workforce with its main offices located in Glasgow, United Kingdom and Michigan, USA. Our solutions are used by some of the largest global Commercial Real Estate and Utility companies.

## Job Description

We are looking for a proactive and driven Customer Success Manager to join our team. The ideal candidate will be passionate about customer satisfaction and dedicated to helping our clients achieve their energy and decarbonisation goals. The role requires someone who can build strong relationships, understands client needs, and can ensure the successful implementation and ongoing use of our software solutions.

## Key Responsibilities:

### 1. Client Onboarding and Mobilisation

- Lead the onboarding process for new clients, ensuring a smooth transition to our software platform.
- Support customer upskilling and provide resources to educate clients on product features and best practices.
- Create and manage delivery plans to ensure customer expectations are met and internal teams are fully aligned to support successful customer onboarding.

### 2. In life Customer Relationship Management:

- Develop and maintain strong, long-term relationships with key customers & stakeholders.
- Be the primary point of contact for clients, addressing their needs and concerns promptly and effectively.

### 3. Customer Advocacy:

- Takes time to fully understand clients' business objectives and work closely with them in a consultative way to ensure arbnco solutions meets and exceeds their needs.
- Acts as an advocate for customers within the company, providing timely and constructive feedback to our product development team.

### 4. Performance Monitoring:

- Monitor client usage and other key performance metrics to ensure client satisfaction with our software solutions.
- Proactively identify and resolve issues, providing solutions to enhance the customer experience.

### 5. Retention and Growth:

- Develops strategies to increase customer retention and drive product adoption.
- Works with Sales team to identify opportunities for upselling and cross-selling additional features or services

### 6. Reporting and Feedback:

- Create reports on customer satisfaction, usage trends, and other key performance indicators.
- Collect and analyse customer feedback to inform product enhancements and improvements.
- Utilise software to generate bespoke customer insights and analysis in line with contractual obligations.

### 7. Collaboration:

- Work closely with sales, marketing, product development, and support teams to ensure a cohesive customer experience.
- Participate in team meetings and contribute to the continuous improvement of customer success processes.

## Qualifications, Experience & Competencies

- Bachelor's degree in business, engineering, environmental, or related field desirable.
- Demonstrable experience in customer success, client management, or related roles, preferably in energy and/or commercial real estate sector.

- Strong understanding of energy management principles, renewable technology and their impacts on the built environment.
- Exceptional communication, presentation, and interpersonal skills.
- Demonstrable experience of building and maintain strong customer relationships.
- Analytical mindset with the ability to interpret data and develop actionable insights.
- Self-motivated, detail-oriented, and able to manage multiple priorities effectively.

## Benefits

- Basic Salary £55,000 - £60,000 (DOE)
- Performance-based bonuses incl. opportunity to earn performance related equity in business.
- Company Pension Scheme
- Generous annual leave allocation and statutory bank holidays
- Professional development opportunities.
- A collaborative, flexible and people orientated work environment.
- Regular team "All Hands" meetings and social events.
- Opportunity to develop and grow your career within a faced paced, exciting software company