

Job Title: Customer Success Manager

Career Level: Level 4

Department or Business Sector: MTC Operations / Business Development

Location: The Manufacturing Technology Centre Ltd., Ansty Park, Coventry, CV7 9JU.

Reporting to: Head of Sales Operations

Heading:	Description
1. Job Purpose	The Customer Success Manager is responsible for acquiring, managing, and growing customer relationships while maximizing margins. This role will foster and cultivate client relationships to help The MTC develop greater levels of customer intimacy.
2. Key Responsibilities	<ul style="list-style-type: none"> • Market Research and Horizon Scanning: Conduct comprehensive market research, including CR&D activities, attending and supporting events, and monitoring relevant frameworks. • Prospect Mapping: Identify and map prospects within MTC's existing consortiums and collaborations to uncover potential opportunities. • Lead Qualification: Progress and qualify incoming leads, ensuring they meet the necessary criteria for further engagement. • Sales Asset Development: Create and develop compelling sales assets to support the sales process and enhance customer engagement. • Proactive Lead Generation Support: Assist in proactive lead generation efforts to identify and engage potential clients. • Bid Coordination: Support the bid writing process by coordinating and contributing to the preparation of bids. • Sales Process Support: Assist with all aspects of the sales process from identifying sales opportunities through to post-order support. • Upselling: Upsell additional offerings at all available opportunities.
3. Communication & Innovation	<ul style="list-style-type: none"> • Develop positive working relationships with internal and external stakeholders. • Work effectively with different teams including sales, marketing, technology, finance, and IT. • Excellent presentation and communication skills. • Awareness of the market, customers, and services provided by The MTC. • Ability to think independently and contribute ideas to improve service offerings.

4. Knowledge & Skills	<ul style="list-style-type: none"> • Understanding of CRM and business systems. • Proficiency in MS Office tools such as Word and Excel. • High level of literacy and numeracy. • Strong attention to detail and excellent written and verbal communication skills. • Ability to represent The MTC professionally at all times. • Ability to work alongside project management operations or business teams to follow up on specific actions. • Proactive approach to problem resolution at the customer and supplier levels. • Capable of engaging customers, vendors, and manufacturer partners to develop and grow relationships. • Develop and maintain a working knowledge of key products and services. • Stay current on programs, promotions, and campaigns to sell products and services at the best possible margin.
5. Essential skills & Qualifications	<ul style="list-style-type: none"> • Self-motivated, results-oriented team player with outstanding communication and interpersonal skills. • Ability to work independently and collaboratively, handling multiple tasks under tight deadlines. • Exceptional customer service and communication skills. • Excellent organizational and prioritization skills with acute attention to detail. • Ability to adapt and learn new technologies, products, and processes. • Problem-solving skills and the ability to exercise judgment in determining appropriate courses of action. • Team-oriented with a positive attitude. • Strong Microsoft Office Suite and general computer application skills.
6. Desirable skills & Qualifications	<ul style="list-style-type: none"> • Undergraduate degree in any subject. • Experience working within the manufacturing sector. • B2B sales experience.

