

Role: Customer Success Manager
Basis: Full Time
Salary/Package: Available on Request

Who are Planet IT?

Planet IT is a leading IT company offering complete out-sourced IT solutions to organisations across the UK and Europe. Based on Milton Park, Abingdon, we provide a comprehensive range of support services to suit our customer's needs. Our philosophy is to work hard and play just as hard. We are a privately owned company who have been in business since 2003 and continue to grow year on year. We really look after our employees and go above and beyond to ensure we remain an employer of choice. We believe in developing you and promote from within the business.

Primary Purpose

To manage all facets of the customer experience between client and internal management. Including returns, complaints, and ongoing communications acting as an overarching manager between all depts ensuring high standards are met and reported on to senior management.

Key Responsibilities

- Focusing on client expectations and supporting these expectations if they are not met
- Managing reporting of all departments client's expectations
- Escalations if high standards are not met, and investigating internal department processes if needed
- Monthly reporting to senior management on stats both good and bad

Behaviors Required

- Strong communication skills
- Professional, approachable and flexible
- Team Player, works effectively with colleagues across all functions
- Demonstrates energy and a positive attitude
- Tenacity and a strong desire to make a difference, always with the customer in mind
- Attention to detail
- Experience in managing conflict and process improvement between client and support provider

What we can offer you

Benefits

- 25+ Days Holiday and rising (plus bank holidays)
- Flexible working (WFH incentives)
- Private medical cover
- Cycle2Work Scheme
- Discounted gym membership
- Training and Progression
- Epic Christmas Parties
- Car Parking

Planet IT is an equal opportunities employer and welcome all candidates to apply with the right to work in the UK.