

PRISYM ID

Job Title:	Customer Experience Manager	Job Category:	
Verticals:	Med Device & Clinical Trials	Job Code:	
Location:	UK or US	Travel Required:	Yes
Level/Salary Range:	TBA	Position Type:	Position Type (i.e.: full-time, part-time, job share, contract, intern)
Reports to:	Warren Stacey – SVP Global Sales		
Responsible for:	The primary liaison between PRISYMID and assigned accounts to ensure complete satisfaction with the client's PRISYMID investment. Maintaining close contact to be the 'early warning' to head off issues and exploit opportunities for new business by interacting professionally with the AM		
Works in conjunction with:	Works with different functions across the company including support, professional services, product management and development. Interacts with the client at the operational level.		
Purpose of the Role:	To provide support our PRISYMID team in supporting our strategic customers. This is a key role, working in a fast-paced environment where you will oversee customer satisfaction for assigned accounts and act as the primary contact for the client's day to day interaction with PRISYMID, maximizing the value of the application for the customers. The role holds post implementation responsibility for customer satisfaction (success) with their P360 deployment.		
Job Description			
<p>PrisymID are the Global leader within the validated regulatory labelling solutions. With the most recognized brand in the life sciences industry and the most complete fit for purpose application, our innovative Global Labelling Solution is used by a number of the largest brands across the world in the Medical Device and Clinical Trials verticals.</p> <p>We have a brand-new exciting opportunity to join PrisymID team as a Customer Experience Manager for our medical Device customers. You will be supporting our PrisymID team supporting our strategic customers. This is a great opportunity to join a business that is outperforming our competitors within this vertical, we have a diverse team and will give you the tools, training and support needed to succeed.</p>			

ROLE AND RESPONSIBILITIES

- Working closely with the Account Manager to maximize customer success.
- Ensures overall service delivery to achieve quality customer outcomes
- Manages the post-sales relationship with the user communities of the account and oversees customer satisfaction to become the Trusted [Application] Advisor
- Acts as primary user contact for the client and behaves professionally to support client retention and growth.
- Leads regular customer and partner meetings to review service plans and recommends improvement to process or services.
- Advises the client and introduces client to new offerings to assist client in solving business problems
- Delivers application objectives and assists in customer ownership of the overall solution aligned with Account Manager
- Supports service delivery readiness on complex accounts which may include multi-national or global accounts or key customers
- Interprets data provided by the customer and provides regular updates to management to help drive effective business decisions
- Ensures customer SLA's / KPIs and quality standards are met
- May support internal & external support activities
- May assist AM and accounts team with large service contract renewals to completion,
- Acts as the voice of the customer post-sale resolutions within the business
- Holds customer accountable for their responsibilities to ensure a good partnership and ultimate success of the account

KNOWLEDGE, SKILLS AND EXPERIENCE

- 2 or more years' experience in Medical Device printing solutions
- Previous experience in a face-to-face customer role
- Confident in dealing with escalations and working to SLA's/KPI's
- English fluency - written and verbal
- Intermediate to advanced level skills in Microsoft business applications
- Customer service values / orientation
- Strong communication skills
- Commercial awareness
- Full knowledge of job-related activities and procedures
- Ability to design and deliver reports for clients

QUALIFICATIONS NEEDED FOR THE ROLE

Good general education with the skills and experience set out above

ADDITIONAL NOTES

Travel Requirements: Up to 50% travel required (US and EU).

Full driving license is required

Person Profile

See above			
Reviewed By Hiring Manager		Date:	
Approved By CEO		Date:	
Approved by CFO		Date:	

This Job Description covers the main duties and responsibilities of a Customer Experience Manager. It is not exhaustive, and the duties and responsibilities may change from time to time in line with the needs of the business.

I have received a copy of the Job Description which I have read and understand. I agree to adhere to all duties and responsibilities.

Signed:

Dated: