

Client Success Manager

New York

It's great to meet *you*.

An expert in platform driven client management, delivering growth and retention.

A passionate team member committed to developing and delivering foresight capabilities to our clients for their success

A revenue driver, capable of delivering scalable platform footprint & profit

A curious and confident mind that challenges the status quo to deliver demonstrable results.

Proven to deliver leading customer success strategies with authority and passion.

Our pitch to *you*, in 50 words.

For over 20 years, we've been applying trends to help our clients see further. We help business to see beyond the noise of today, to predict and drive a better tomorrow. We focus on genuine challenges, find the right data and uncover trends that give our clients strategically compelling answers.

Your single reason for being.

To reveal what matters most, and enable success for every business.

The hats *you'll* need to wear.

You'll drive and deliver the unique value and commercial benefit that Collision (our dynamic trends intelligence platform) offers. You will shape and influence the best user experiences - helping to create long-term trusting relationships with our clients.

You'll personally manage a portfolio of platform led accounts as well as drive transformative platform outcomes across our entire US client portfolio, ensuring sustainable revenue growth through a suite of innovative online tools and products.

A born creative and communicator, you'll regularly interact with Collision license holders to onboard new users and deliver impactful understanding of how to apply trends, consumer intelligence and data to answer their questions and deliver results focused on their key objectives.

Using internal engagement insights, & collaborating with our UK Customer Success team, you'll mitigate risk and maximise value throughout the client's lifecycle to build successful paths for client retention and growth.

Working closely with the Managing Partner of the US and Strategic Client Partner, US, you will help to develop success plans for US clients that will deliver value and serve to embedded Foresight Factory into the client organization as a strategic partner that can use trends and data to help them 'see beyond'.

Your astute eye for business growth will help to confirm when clients are ready for an upgrade or cross-sell conversation and will support our US client partners with compelling interventions and collateral. You will lead and help to increase our Collision license footprint amongst our clients, which is pivotal to our growth targets.

Why we should hire **you**.

You are client obsessed, energetic and confident; a strong communicator who can tell trend stories.

You have a passion for trends, foresight and/or consumer insights driven through data - and helping clients uncover answers or stories that answer their most pressing questions or needs.

You have 3+ years' experience in a recurring revenue/platform driven role leading strategic, sophisticated sales and customer success

You are highly successful in revenue and profit generation with a proven track record of identifying and growing revenue opportunities with clients

You are inquisitive and determined to understand what makes our clients tick, so you can outperform expectation.

You are able to build strong relationships at all levels of organisations, both internally and externally.

Ideally, you are a proven retention and growth professional in a B2B environment with experience of a digital platform product.

The rewards for being **you**.

- A competitive base salary
- Performance bonus scheme
- Workplace pension
- Flexible/hybrid working
- Exciting new co-working office coming in 2022!
- 25 days' holiday plus public holidays
- Additional time off between Christmas and New Year in addition to you holiday allowance
- Cycle to work and personal tech schemes
- Wellbeing support programme
- We're a social bunch, who like to work hard and laugh hard.

Have we convinced **you**? What do the team say?

"Every single day is stimulating - always challenging with new brain fodder at every turn"

"We're fun and informal, not corporate, but still serious and committed to delivering excellence"

"We are never the boring one at the dinner table - always a perspective to add"

"We're curious and outspoken, on the good end of crazy!"

"There's room for creativity and opportunity at all levels"

"We do not like standing still. We aim to be 5 steps ahead in the future"

If we sound like the kind of company you would like to be part of, please send your CV and a covering letter (including any salary expectations) to careers@foresightfactory.co

Please note, only applicants progressing to the next stage will be contacted.

NO AGENCIES PLEASE