

## JCurve Solutions is looking for a Customer Account Manager in Philippines

### Who is JCurve Solutions

Jcurve works collaboratively with ambitious organisations to drive growth through the effective use of technology. Serving as a trusted guide in an on-demand world, we help build growing and resilient organisations to withstand market disruption.

### Role Summary

The Customer Account Manager is responsible of expanding customer accounts, increasing customer retention, solving customer issues and ultimately responsible to deliver an outstanding customer experience across the range of products offered by JCurve Solutions.

### Role Description

- Respond to and qualify inbound leads, make outbound calls, attend events and generate new sales opportunities for the BDM team.
- Assume overall responsibility for designated Jcurve customers;
- Build and maintain strong relationships with customers;
- Act as a main point of contact for designated Jcurve customers;
- Schedule and carry out regular contacts with assigned customers;
- Minimise customer churn, maximising customer retention;
- Develop a thorough understanding of Jcurve's products and service offerings to better upsell;
- Ensure the upsell quotas are achieved and exceeded;
- Create and maintain accurate sales pipeline forecasting to hit and surpass revenue targets;
- Identify and drive incremental upsell opportunities;
- Coordinate handover of new customer account and relationship (as required) from new sales;
- Manage any customer queries regarding their account, products, integrations;
- Be the escalation point for high severity requests and issues, seeing them through to resolution; and
- Increase customer lifetime value and products adoption.
- Contribute to the customer newsletter and other marketing content;
- Maintain internal CRM up-to-date with all relevant customer information and activity;
- Share knowledge with team members and contribute to the team upskilling process;
- Coordinate any customer license/module upsell requirements;
- Coordinate any customer Professional Services requests;
- Educate customers in system usage; and
- Provide advice on best practices and standard processes when using the products.
- Ensure customers receive a standard of courtesy and respect in all communications;
- Maintain a positive and helpful attitude to deliver the best possible customer experience;
- Flag any customer satisfaction issues to reporting manager; and
- Increase customer referrals.

## KPI's

- Customer retention rate aligned with company forecasts
- Upsell quota aligned with yearly company expectation
- Customer renewals on time
- Interact with customers according to Customer Engagement Plan
- Identify customer case studies and referral opportunities, inform relevant parties to engage and monitor progress.
- Completion of ad-hoc tasks whenever requested by management
- Training in Jcurve product portfolio to assist customer growth
- Guidance and training of members within the Customer Account Management team
- Team and 1-1 meetings
- Timely reporting of monthly and weekly metrics to internal and external partners
- Adhere to business processes, suggest improvements and continuously strive to streamline where possible.

## Skills and Attributes

- 3-6 years in a similar role
- Strong understanding of business ERP / CRM / accounting software
- Tertiary qualifications (desirable)
- Strong verbal and written communication
- Excellent time management and organisation skills
- Technically minded with a willingness to continually learn and expand skills
- Customer and results focused
- Excellent listening skills and ability to deliver outstanding customer experience
- Exemplary work ethic, punctual and reliable
- Proactive approach to customers
- Sense of urgency and accountability
- Thorough and considered approach to resolving customer issues
- Highly motivated with a 'Can do' attitude
- Team player

## Key Relationships

- Directly report to the Chief Growth Officer
- Work with SalesOps to ensure renewals and upsells are transacted in a timely manner
- Work with other teams to ensure all customers and internal queries are managed efficiently and according to Jcurve's levels of standard
- Assist with customer queries and drive customer advocacy
- Liaise with third-parties and other parties whenever required to help customers

## How to apply

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Send your resume, a short introduction and the details of the position or area for which you're applying to [hr@jcurvesolutions.com](mailto:hr@jcurvesolutions.com). We can't wait to hear from you!