

# Client Success Manager



## About the company

Beyond Business Travel is a leading travel management company in UK and Ireland. We are dynamic, innovative, and fast-growing with a focus on providing the best in travel technology and service to our corporate clients.

We are based in Belfast & Dublin and are looking for staff that are enthusiastic and can deliver an exceptional customer experience. This company growth, combined with greater activity from our corporate clients means we need to add to our team.

## Why work for Beyond Business Travel?

- Are you interested in working in travel, with a company who focuses on the latest travel technology for its clients?
- Do want to work for a company that goes the extra mile for clients?
- This role will be the start of a career in travel technology
- We have offices in Belfast & Dublin for hybrid working, training and office-based work when needed.
- We provide highly competitive remuneration
- Healthcare Plan
- Career plan with training
- We are a social bunch and enjoy nights out

## Summary of Role

The Client Success Manager will be responsible for a portfolio of clients, including Beyond Travels' key clients. These clients are of strategic importance to Beyond Business Travel and part of the role you will be focused and responsible for revenue retention and growth opportunities, service alignment and strategic positioning of key products and services.

You will build a rapport with our customer base by phone, email and face to face, with regular and scheduled meetings to understand their service requirements and make recommendations as to how Beyond Business Travel can further support their business objectives. This will support both revenue growth and customer satisfaction.

The ideal candidate will be comfortable influencing senior external stakeholders, strong sales skills, a track record of using data and travel industry tools to drive business growth and be comfortable with owning their own diary.

## Responsibilities

- Develop a full understanding of the Beyond Business Travel value proposition
- Delivering revenue targets, based on client retention, and generating new business within existing accounts through up and cross selling
- Creation and management of an annual business plan for each customer detailing objectives, strategies, recommendations and measurable key performance targets.
- Data Analysis - track and identifying account activity and ensure appropriate savings, process efficiencies customer satisfaction is achieved.
- Ensuring customers receive product training.
- Owning customer issues through to resolution and customer sign off
- Responsible for the management of customer service level agreements and ownership of any issues that may be raised.
- Managing and negotiating annual supplier contracts across client base
- Regular assessment and analysis of the client travel program.
- Reviews to be delivered on a quarterly basis and KPI's reported in line with Service Level Agreements and to include industry trends, recommendations, analysis of travel programme spend and trends.
- Responsible for onboarding and implementation of new clients. Implementation includes the coordination of all departments and function groups internally (i.e., Technology Team, Operations, Accounts, Sales, Support Teams)
- Monitor travel policy compliance, utilisation of negotiated supplier deals

## Skills and Experience

- Good level of experience in key account management, strategic sales planning and implementation, including experience of pipeline management
- Strong analytical skills and ability to interpret data and present in an impactful manner
- Excellent presentation skills
- Proficiency in MS Office
- Ability to manage several systems at once
- Customer centric approach to work
- Proven ability to work collaboratively as part of a diverse team, in a fast-paced environment.
- Highly organised, driven, with good time management skills and a logical approach.
- Ability to present at senior level and control meetings to your desired outcome.
- Able to prioritise workload and excellent attention to detail.
- Excellent communication skills, both written and verbal, with strong presentation skills and the ability to network effectively.
- Software sales experience and travel experience preferable.
- Genuine desire to work within the business travel sector

On offer is a competitive starting salary and benefits package, so if this role is of interest to you, and to apply to join our team please send your CV to [HR@beyondbusinesstravel.com](mailto:HR@beyondbusinesstravel.com), all applications will be treated with the strictest of confidence.