

# Customer Experience Manager

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£35K-£50K+ (dependant on experience) | Home Working | Income Protection Insurance | Private Medical Insurance | Life Assurance Cover | 25 days annual leave plus bank holidays | Employee Assistance Programme | Bonus Scheme | Company Pension Scheme | Regular Social and Wellbeing Events |

## Our Business

ONZO are one of Europe's leading energy disaggregation businesses. Operating a SaaS based service, via their ATLAS based data platform, the analytics, insight, and associated services ONZO produce, using raw Smart Meter consumption data, enables energy retailers to provide engaging solutions to their residential customers resulting in tangible commercial benefits.

With enviable customer growth over the last 12 months and boosted through recently being acquired by Green Energy Options, ONZO are in a strong position to deliver significant growth in the coming years.

## The Position

To support continued customer growth, ONZO are seeking an outstanding individual to drive success with our clients, ensuring that they attain significant value from their investment in the ONZO solution. The ideal candidate combines strong technical knowledge and commercial acumen alongside project management credentials and the ability to inspire customers. Responsibilities include:

### Implementation

- Run kick off meetings with new clients to scope out the detail of the project, identify blockers or potential issues and drive excitement in the client for the product and project
- Be responsible for implementing ONZO's products with the customer, including defining the configuration, planning the timelines and milestones and problem solving the overall solution.
- Deliver to business KPIs and ensure customer satisfaction is high

### Technical Support

- Set up and run technical support for clients as they go live and use commercial support desk software to manage the customer communication
- Become an important conduit between the client and ONZO's technical experts (Data Science and Engineering)
- Debug and provide initial triage on client issues, solving them if possible or escalating as required

### Customer Service

- Build strong working relationships with the main client contacts and key client specialists that support the internal team
- Work alongside the client to develop KPIs, success criteria and ROI for ONZO's products and monitor and manage them throughout the lifetime of the contract
- Manage the invoicing for the clients and be responsible for forecasting end user numbers

### Team Development

- Input into the team strategy & plan
- Become a subject expert in the market
- Ongoing account review for new opportunities, upsell and cross-sell to increase ONZO's ongoing revenue and footprint in the client's business



## Requirements

- Experience in managing software related deployment projects and/or software development.
- Ability to collaborate with engineering and data science teams, resolving customer issues and experience of using JIRA, Confluence and Zendesk (or similar customer support software)
- Significant experience in a customer facing project management / delivery role
- Demonstrable experience of working in a SaaS based business and a service sector (Financial, Utility, Telco) business
- Willing to travel (UK & Europe as required)
- Excellent interpersonal and communication skills
- Thorough and accurate, with good attention to detail
- Ability to quickly build credibility, trust and rapport with both your colleagues and clients
- Proven ability to control project cost, quality and timeline effectively would be ideal
- Results oriented, resilient under pressure and energetic
- Focused problem solver with the ability to implement pragmatic solutions in a business environment
- Business analysis skills
- Experience in start-up/entrepreneurial environment desirable

## Applications

To apply for this position please email your CV and Cover Letter together with your salary expectations and availability to [recruitment@geotogether.com](mailto:recruitment@geotogether.com)