



Customer Success Manager

GRV Media is a high-growth, multi-platform new media company with an 18 year successful track record. Our publishing business has sixteen active websites, five high growth YouTube channels and a fledgling Podcast unit. Our advertising services business (PROP) is doubling year-on-year, providing publishers with best-in-class advertising services.

As our Customer Success Manager, your primary task will be maintaining and further developing strong relationships with our PROP clients. You'll work closely with our CEO implementing support processes, documenting everything we do, and responding directly to new and existing clients.

Although you'll initially be tasked with managing our existing client base, as a growing business there will be opportunities to expand and run a Customer Success team in due course. We're looking for you to help further build our reputation as the advertising services platform with the best client service and outcomes.

The role will suit an up-beat, creative and enthusiastic individual who has at least 2 years' CSM experience. Although experience in the tech or advertising sectors would be an advantage, we're primarily looking for someone with a desire to learn and a dedication to keeping our clients satisfied.

GRV Media is a UK based, remote company and applicants are asked to apply only if they are prepared to work remotely and will have experience doing so.

Main areas of responsibility:

- Build an expert knowledge of our client's goals and KPIs to identify opportunities to increase the value of our service
- Implement a relationship management process, following a systemised check-in structure including calls and emails, as well as producing insights and regular reporting.
- Engage with teams internally and externally to keep up to date on things that are happening in both a commercial & non-commercial setting that may impact client performance
- Evaluate the data and reporting available for each client to identify opportunities and proactively deliver performance insights both to clients and internally
- Act as the front line client expert, working with internal teams to design processes and roadmaps to closely align with our client goals

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- Guide new clients through the onboarding process and manage internal teams to deliver client solutions
- Ensure clients are aware of all features of our products

Key skills:

- Previous experience in an Account Management, Relationship Management or Client Success role
- A positive attitude and a willingness to learn.
- Experience attending and running client meetings and establishing regular and informative channels for client communication
- Able to make data-driven decisions - able to absorb the data, query the drivers that resulted in that number, be confident presenting numbers and distilling into valuable insights
- You'll be commercially minded with a growth mindset, with a track record of proactively identifying cross-sell opportunities, increasing account penetration or winning new business from existing clients
- You are coordinated, structured and a team player who can help out with things that are outside the scope of the role.
- You will have the ability to think at a broader, strategic level. Initially much of the role will be in execution - responding to our clients, but as we grow we'll look to you to think more strategically and develop initiatives to increase client satisfaction.
- Any experience querying analytics, Google Analytics, SQL or DataStudio would be a plus.

Benefits

- A competitive salary depending on experience
- Discretionary bonus scheme
- Company Pension contribution
- A professional but friendly working environment.

Applying

Apply via email using the link below. Include your CV, a little bit about you, some examples of projects you've worked on, and why you'd like to work with us.

[Apply Here](#)

If we think you're a good fit we'll arrange a telephone call with you soon after that.

We are an equal opportunity employer.

Seniority Level

Mid level

Employment Type

Full-time

Industry

Online Media, Publishing, Marketing & Advertising

Job Functions

Customer Success Management, Account Management

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