

DCX Customer Success Manager

Job Description

The Delegate CX Customer Success Manager is responsible for managing client satisfaction from the moment our customer selects a new team member. The ideal candidate possesses strong organizational skills, presentation abilities, and a problemsolving mindset. Our Customer Success Managers are empathetic, patient with both clients and team members, and excited to learn new business processes. Daily tasks include Implementation meetings with clients, ongoing discussions with DCX Team Members, and working with customers to improve processes and productivity. It is a unique and fast paced position with room for career development at a high-growth company.

General Duties and Responsibilities

- Lead and facilitate Implementation Kickoff calls
- Manage schedule for additional Implementation calls
- Build customer-specific dashboards and key metrics
- Offer process improvements based on DCX experience
- Work with Team Leaders to ensure high Team Member performance
- Educate customers on offshore Best Practices
- Coordinate customer/Team Member performance reviews
- Answer ongoing customer questions and issues

Keys to success for position

- Overall customer satisfaction (as measured by NPS)
- Ability to solve problems quickly and with customer approval
- Understanding of DCX Best Practices for Implementation and Employee Performance
- Flexibility with changes in schedule and differences in culture
- Consultative mindset to educate our customers on offshore success
- Values-driven mindset

Requirements

- Bachelor's degree

- 3+ years Customer Service or Account Management experience
- 3+ years Management or Team Leadership experience preferred
- Strong understanding of Excel (or willingness to learn) preferred
- Experience with the Branded Merchandise / Promotional Products Industry a plu