

Customer Experience Manager (UK)

Location: UK Wide

Maternity cover (12 months) with possibility for full time contract

Hybrid Working Model

About Us

At Cipher we are committed to extracting value from patent data, enabling companies and investors to make better and more informed strategic decisions. We recognize the importance of intellectual property as a growing mainstream asset class and the role of patents in providing a window into who owns what technologies and where. By harnessing the latest advances in machine learning combined with expert analysis, Cipher is disrupting how actionable insight is extracted from global patent data. Information can now be accessed with efficiency, accuracy and at a speed that is just not possible by traditional methods.

We are a fast-growing London company, revolutionizing how companies and investors extract strategic intelligence from global patent data.

Our Values

Start With Why – Seek to understand and empathise, and always remember our customer is our compass.

Insight Not Data - Slice through complex data to deliver actionable intelligence.

Be Brave - Challenge received wisdom, try new things, push ourselves and our clients.

Team Up - Reach out and rally round. We're one team with one mission. Collaborate at every turn.

Enjoy the Ride - We're on an adventure, buckle up, bring positive energy, and have fun!

Your Career – Customer Experience Manager

We are looking for a motivated and experienced Customer Experience Manager to join our Customer Experience team in the UK. The ideal candidate will be required to demonstrate high levels of business awareness to help build credibility with clients, taking responsibility for managing and overseeing client projects from concept and start through to delivery, engaging stakeholders internally and externally. You will be involved in training, onboarding and development for our general customer base, through a combination of centralised and bespoke approaches. You will be responsible for providing outstanding customer experience through effective project management, customer service procedures, customer satisfaction goals, and delivery of customer training. We're looking for a versatile member of the team prepared to directly handle customer support needs and be fluent in our sector and products.

The role is suited to customer orientated individuals with an attention to detail, exceptional organisation skills & project management skills, who enjoy problem-solving and learning about new technologies and innovations. As we continue to grow there are plenty of opportunities for career development and advancement in this role. This is limited only by an individual's capability and ambition.

Your Responsibilities

- Customer on-boarding, taking responsibility for the assignment of project deliverables and tasks, to ensure projects are delivered on time and to the agreed scope.
- To organise and carry out client training from on-boarding and throughout the client life cycle, across 25 plus clients.
- Coordinate with technical personnel as needed to meet customer needs, while managing customer expectations to prevent overload or missed deadlines.
- Become a product expert, responsible for customer Cipher on-boarding, training, and support.
- Manage the Cipher support tickets responding to customer service/support issues to ensure clients receive a timely response.
- Coordinate and take an active role in the regular customer check point meetings with account teams.
- Remain in contact with the customer to evaluate satisfaction and proactively identify upcoming needs, including expansion of use of Cipher's solutions and services.
- Support the Account Management and Sales team in the continual development of our Training programme and Workshop Materials/How to Guides.
- Meet customer satisfaction goals and coordinate with other members of the account team.
- Maintain accurate records of all customer service activities and discussions.
- Stay informed on the latest industry techniques and methods.
- Be the voice of the customer and champion subscriber needs.

Your Core Competencies

- Ability to understand customer needs and to customise content for different users.
- Superb personal organisational skills to ensure all client commitments are met.
- Robust project management skills
- Commercially minded and have experience in a role supporting sales/account teams.
- Attention to detail is of paramount importance to the role.
- Ability to manage calls, translate technical requests, delegate to the right teams and people, and follow up accordingly.
- Exceptional written and conversational communication.
- Commitment and passion to become a subject matter expert.
- Strong active listening and empathy.
- Excellent team player with strong interpersonal skills.
- An understanding and appreciation of best practice training (using Zoom or other conferencing tools) and effective product adoption techniques.
- Strong technical focus and detailed knowledge of Microsoft Office Applications.
- Previous project or task management of client projects desirable.

Your Qualifications

- Bachelor's degree or equivalent experience working in customer success/customer implementation role in a SAAS environment.
- An interest in innovation and technology trends.
- An understanding of intellectual property and patents is beneficial.
- Knowledge of Google's G Suite, Salesforce, Intercom and Monday.com advantageous.



We are an equal opportunities employer and are committed to supporting the professional development of each individual and helping everyone to reach their full potential.

For more information about us visit cipher.ai
To apply – please send your resume and covering letter via our website.

Privacy notice

<http://cipher.ai/privacy-policy/>