

## **Engagement Manager**

### About the role

As an Engagement Manager, you will work as part of the team accountable for the effective delivery of AMPLYFI's industry-leading software products and services, across a global customer base. You will be responsible for building and managing successful customer relationships and drive industry-leading rates of customer retention.

To achieve this, you will be trained to become an expert user of our products and drive growth in their use and adoption across the customer base. In doing so, you will ensure ongoing customer retention which supports sustainable and growing revenue streams. You will work closely with the sales team to identify and secure upsell opportunities from your customer portfolio.

### Responsibilities and duties

- Lead customer engagements efficiently and cost-effectively, delivering against customer expectations and agreed performance indicators / Objectives and Key Results (OKRs)
- Deliver and continually improve the Customer Delivery framework, ensuring each customer has a world class experience that is the AMPLYFI standard
- The Engagement Manager will have accountability for each of the customers in their portfolio, including managing the costs associated with delivery in line with target OKRs
- Design and deliver compelling onboarding, masterclass training and feedback sessions
- Develop processes and methodologies to drive adoption and usage growth of AMPLYFI SaaS products and data
- Adopt and continually improve a robust and scalable project delivery framework including cost monitoring

- Identify upsell opportunities throughout your customer portfolio, and work with Sales leads to close
- Ensure progress and key results against Customer Delivery processes are appropriately documented and up to date
- Support Product and Engineering teams on use case development, product market fit efforts and capturing and customer feedback

## About you

- Have a relentless focus on the high quality delivery of services to customers, and be the voice of the customer within the organisation
- Experience of building relationships in complex multi-stakeholder environments
- Have a proactive attitude and a strong determination to succeed, with the ability to be flexible when needed
- Be commercially minded, decisive and efficient in the way you work
- Be driven by a determination to succeed in the highly challenging world of deep tech start-ups
- Be operationally strong, and thrive on working towards ambitious OKRs
- Have the confidence to take the lead on customer accounts, while appreciating the need for collaborative teamwork
- Be comfortable working with data, and be able to use data creatively to drive better outcomes for customers
- Possess an excellent ability to retain and communicate technical details clearly and confidently for a commercial audience
- Excellent organisational skills and the ability to operate effectively under the pressure
- Experience in a customer success or consulting environment preferred

## Qualifications and Experience

- Degree educated, or equivalent relevant experience
- Minimum 5 years experience in client-facing roles
- Preferably experience of working in software organisations
- High degree of competency in using software such as Microsoft Office and Google Workspace

## About AMPLYFI

AMPLIFYFI is a high-tech, fast-paced scaling company that provides business intelligence to large corporations, using AI-driven products and services. We now have operations in the UK, Europe, US and Asia and have a global customer base. We're a highly ambitious company with an incredible team spirit. We're revolutionising business intelligence, and we're looking for the very best talent to come on this incredible journey with us.

## Reporting to

Head of Customer Delivery