CUSTOMER SUCCESS MANAGER

WHO WE ARE

Cerba Research provides the highest quality specialized laboratory and diagnostic solutions while leveraging patient data and scientific insight to shape and advance clinical trials. With our global footprint and access to leading regional labs, data, patients, technology, and partnered resources, we support global biotech, pharma, and IVD organizations to improve the lives of patients around the world.

From the translation of preclinical to clinical, through commercialization, our expert scientists collaborate with you to optimize your therapeutic development and obtain critical insights earlier. We help accelerate your therapies through the development of highly specialized custom assays, deep biomarker expertise, and a passion for scientific innovation across complex therapeutic areas. Our global network of leading, specialty laboratories ensures you have access to quality data and can reach your patients. Together, we’ll improve patients’ lives around the globe.

WHO YOU ARE

As a Customer Success Manager, you are responsible for developing customer relationships that promote retention and loyalty. You have a ‘get things done’ attitude, a strong drive for results and will apply excellent communication and organizational skills in relation to the customer satisfaction process. You are expected to have a broad knowledge of all services provided and will act as a close interface for our customers.

RELATIONSHIPS

Reports to
Head of Business Operations & Marketing

Works closely with
Other Business Operations staff, Business Development Managers, Project Management, IT, and Operations (Science/Logistics etc.).

External Relationships
Customers, third party vendors, partner labs

PROFILE

Master’s degree in Science (Biomedical, Bio-engineer, etc.)/Life Sciences, computer science or communication is preferred.

EXPERIENCE

> 3 years’ experience in one of the following environments: Management Consulting, Customer Success, Account Management, Business Development or another client-facing role
RESPONSIBILITIES

Overall mission to ensure our customers are satisfied with the services they receive and to improve upon areas of dissatisfaction by mediating between customers and the organization.

- Updating and documenting all activities for new accounts into systems in an accurate and timely manner to track activities for future references
- Implementing research activities to analyze client feedback and monitoring new and existing project plans and executions for desirable results
- Notifying process problems and challenges to Business Development and Marketing departments and maintaining brand relationships with BD and Marketing teams and clients effectively
- Work collaboratively with the Marketing team to build Customer testimonials and referrals
- Implementing success programs, responsible for creating and establishing policies and procedures that optimize the customer experience, and make sure entire staff can adhere to so all customers receive the same quality of service
- Gather feedback from customers, study other customer success programs and analyze customer data to identify best practices
- Maintaining ongoing customer relationships and networking
- Contributing to sales, onboarding & training clients, and minimize churn
- Create and contribute to ‘Thought Leadership’ content and proactively seek opportunities to educate across the business on industry knowledge and customer best practice
- Create strategies to grow our customer base
- Sustain business growth and profitability by maximizing value
- Handle and resolve customer requests and complaints
- Delivering and communication ROI for our customers, throughout the customer lifecycle

REQUIREMENTS

Knowledge & Experience

- Be highly organized and show experience in directing other people.
- Ability to lead meetings and have excellent negotiation skills
- Knowledge of customer success processes
- Confident to deal with all internal / external Customer levels
- Knowledge of MS Office, Excel and Powerpoint, IT networking, internet technologies, web servers, ...
- Experience in the CRO business (preferably central laboratory services) is an asset
- Experience with Customer Relationship Management (CRM) software such as Salesforce
• Experience in working with complex, multi-divisional, multi-geographical customers
• Comprehensive knowledge of relevant software: Windows, Word, Excel, Outlook, databases

Skills
• Excellent communicator, open, clear and honest with a positive attitude; extensive use of telephone and face to face communication
• Possess fantastic interpersonal skills and be a strong leader.
• Strong sense of business acumen, capable and eager to utilize commercial skills
• Above average organizational skills, with good time management skills and attention to detail
• Excellent analytical and problem-solving skills
• Team player
• Empathetic, positive attitude with a desire to help our customers reach their goals
• Results-driven mentality, with a bias for speed and action
• Strong analytical skills, with the ability to translate data into insights
• Fluent in English, Dutch/French are assets