



Customer Success Manager (Remote if desired)

About Us

We are Team Refract, and after year-on-year revenue growth of 100%, and being recognised as one of the market leaders in sales conversation intelligence, we are at a hugely exciting phase of imminent expansion.

Headquartered in the centre of Newcastle (but embracing remote), we have built a relatively small but World Class SaaS business over the past five years. We sell to sales leaders in top class companies, helping them solve their biggest headaches connected with closing more deals, turning more of their team into top performers, and understanding what's leading to success in their sales conversations. We had a big market to sell to, but due to the impact of a global pandemic which meant the entire world was selling remotely overnight - our market became so much bigger.

We have built an incredible, highly disruptive product, which is helping Sales teams in companies like VMWare, Zoopla, and Arco, gain revenue defining insights into the conversations happening across their teams, figure out what's leading to won/lost deals, and enabling them to level-jump their sales people. Recently, one of our customers told us simply, that Refract has helped them “change their sales culture”.

After recently being acquired by Allego - a market leader in Sales Enablement technology, we are at a hugely exciting phase of imminent growth and expansion. Despite us being recently acquired, this is just the beginning. We are looking to build the EMEA team as part of Allego's ambitious expansion plans, and this is a chance to join this team at an early exciting stage. We have an incredible tailwind behind us, and with increased investment - this is an incredible opportunity for our team and customers.

The opportunity:

The first five years of Refract was a hell of a ride, but we're even more excited about the future. We want to create a world-class culture and company that attracts, develops, engages and retains highly ambitious and hungry-to-learn talent.

Refract is all about coaching, and obviously we drink our own champagne, using the platform to help onboard, coach and develop our skills and success. Not only will you be involved in weekly team call breakdown/coaching sessions, you will be a key member of our fast-growing and high-performing team, and ultimately responsible for helping us achieve great results whilst continuously striving towards the holy grail of negative net churn.

At Refract, our Customer Success Managers are pivotal to our company's success. You'll be working with the Sales team to conduct Sales handover meetings to understand customer challenges and desired outcomes. Using this information you will take our customers through their onboarding journey to start to shape their success plan and ensure the shortest Time to Value (TTV) so that they see a ROI as soon as possible. Once the customer has achieved initial value, our Customer Success Software will help you proactively and relentlessly monitor adoption rates, usage metrics and customer health scores; providing insight to customers. Throughout the customer journey you will deliver Business Reviews and identify account growth opportunities to enhance the customer experience and increase lifetime value (LTV). Finally, a key piece of the jigsaw....retention. Retention is key to any SaaS business and the amazing customer experience you deliver will help improve retention rates and contribute towards customer growth, meaning you will have a big role to play in taking the company forward.

As well as this, you will be working closely with your manager and Customer Success team, to strategize on Appropriate Customer Experience (AX), key Customer Success Initiatives, and best practices of optimising how we work as a team. EVERYBODY has a big voice in how we grow.

What we're looking for:

We are as interested in your skills, attributes and drive, as your experience. That being said, we are ideally looking for someone who has at least two years of experience working as a Customer Success or Account Manager (or similar role).

We feel we can be picky – and whilst we know great people are seriously hard to find, if we choose you it's because we believe in your ability to play a great role in our future – not just 'do a decent job'.

Hopefully you feel you have the ingredients and drive to be hugely successful, your goals are probably bigger than your peers, and with the right coaching, support and development can achieve whatever you set your mind to.

Whilst we appreciate no one is great at everything, commitment, resilience, curiosity and coachability are all likely strengths of yours. You also have your reasons for wanting a career in Customer Success but at the very least you'll be passionate about customers, with a desire to always put their best interests first.

Why should you work at Refract:

- You will become part of an amazing culture with a Leadership team who have successfully grown and exited SaaS companies from ground zero.
- You will work with amazing colleagues who truly care about each other, whom you can learn from and teach.
- You will experience joining a high-growth/high-traction organization. We are looking to build a big business here in EMEA, and so the growth/development opportunities are huge.
- You receive top class coaching to help you achieve your goals.
- You WILL have a voice, and any suggestions you feel which can make improvements will be heard, and most likely get a response which sounds like "Sounds great, give it a try and see what happens!"
- We invest in the very best tech stack to set you up for success.
- Being part of Allego, means post-pandemic(!) there will be opportunities to travel and work in Boston, USA.

The package:

We provide a generous package inclusive of base, commission/bonus (and pension), and crucially - generous share options.

Every Refract employee is granted share options as we want to ensure the people who join us are bought into forging a brilliant career with us and sharing in the company's long-term success.