



TeleGeography

Job title: Customer Success – Team Leader

Location: Washington DC

Salary: Basic \$70K USD per annum. Commission: On Target \$30K (Total OTE: \$100K USD per annum).

Additional benefits:

- Annual leave of twenty (20) days
- Following the probation period, entitlement for company medical insurance

Role: TeleGeography is looking for a confident and professional individual to join their Sales Team as a Customer Success – Team Leader. The role is full-time, based in TeleGeography’s Washington DC office. Reporting to the Head of Sales the successful candidate’s primary duties will include:

- Leading TeleGeography’s Customer Success Team to maximize customer satisfaction
- Nurturing customer relationships through onboarding calls and meetings
- Working closely with our customers to ensure they are satisfied with the TeleGeography services
- Educating customers about the services’ functions and capabilities
- Gathering feedback, researching best practices, analyzing user journeys, developing customer service protocols, and updating customer success logs
- Implementing customer success programs including onboarding, support, services, adoption, advocacy, retention, and outcomes (e.g., renewals, upsell, etc.)
- Collaborating with the research team to ensure the services are meeting the customers’ needs and providing a return on investment
- Assisting on select sales projects
- Building customer specific business analytics
- Measuring customer satisfaction and working on improvements
- Establish clear customer retention goals, with a specific focus on the first year renewals
- Process milestones for the regional team members to work toward
- Assist team members with customer training to help the customer to navigate the products
- Promote the value of the product
- Review customer complaints and concerns and seek to improve the customer experience
- Forecasting and communicating about sales opportunities with senior management
- Representing TeleGeography at telecommunications industry conferences and events
- Summarize and present customer feedback to management

Company: TeleGeography is a privately held telecommunications market research and consulting firm with offices in Washington DC, the United Kingdom, and Singapore. Our primary research areas include telecoms service pricing and benchmarking, international networks, undersea cables, international voice traffic, and retail telecoms markets. Our clients include large-scale enterprises, service providers, equipment makers, investors, governments, and consultants.

Candidate: The successful candidate will have;

- Previous sales and/or account management experience
- Strong organization skills
- Experience in project management
- Excellent English skills (written, oral, and presentation)
- A demonstrated ability to communicate, present and influence credibly
- Confident interpersonal skills are essential, both telephone and in person
- The successful candidate must be prepared to travel internationally and willing to interact with multiple cultures
- Problem-solving and analytical skills, technical aptitude, and an ability to learn software programs
- An interest in technology, particularly telecommunications would be preferable

Please email CVs or questions about the role to Jonathan Hull at jhull@telegeography.com