



**Job title:** Customer Success Manager – Europe and Africa Region

**Location:** United Kingdom

**Salary:** Basic £35,000 - £40,000 per annum depending upon experience. Commission uncapped, on target commission £20,000 (On target earnings £55,000 - £60,000).

**Additional benefits:** Group health and contributory pension plans.

**Role:** TeleGeography is looking for a confident and professional individual to join the sales team as a Customer Success Manager selling online research services and managing existing clients throughout Europe and Africa. The role is full time, working from home. Reporting to the Customer Success Team Leader, the successful candidate's primary duties will include:

- Renewing and growing an existing \$1.1M book of business within the region.
- Upselling TeleGeography's online research reports and databases.
- Managing existing client requests and enquiries.
- Communicating regularly and effectively with customers to understand and support their use cases.
- Anticipating and working to mitigate churn across accounts, with a focus on first-year renewals.
- Educating users about our services through onboarding and ongoing training calls.
- Promoting user expansion within accounts to drive up product usage.
- Presenting and selling price increases at renewal based on a usage-based pricing system.
- Collaborating with the research team to meet customer requirements as needed and coordinate analyst support calls with customers.
- Forecasting and communicating about sales opportunities with senior management.
- Representing TeleGeography at telecommunications industry conferences and events.

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

**Candidate:**

Here's what a successful candidate would look like to us:

- Previous sales and/or account management experience is desirable.
- 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.
- An interest in technology, particularly telecommunications would be advantageous.

Please email CVs or questions about the role to Jonathan Hull at [jhull@telegeography.com](mailto:jhull@telegeography.com).