



Customer Project & Relationship Manager

Title: Customer Project & Relationship Manager
Location: Sheffield, United Kingdom
Employee Status: Full Time, Permanent
Salary: Competitive
Experience Required:
Qualifications:

This role will require travel and therefore a full driving licence and access to your own vehicle is a requirement of application.

<https://www.icabbi.com/product/#discovermore/ivrphonesyste>

Founded in Dublin in 2010, iCabbi provides taxi companies with the tools they need to compete in today's fast-paced world. Our taxi dispatch software powers over 750,000 rides every day in Ireland, the UK, Finland, the USA, and Canada - and we're currently expanding into a number of new markets. iCabbi's vision is to put taxi companies at the centre of mobility. We support this in three key ways: by building the world's best taxi dispatch system; delivering a marketplace for open innovation and creating new enterprise models to transform the taxi industry.

We recruit people who are **S**ound, **P**articipate with passion and purpose, who are **A**mbitious for our customers and themselves, are **R**esourceful and use **K**inetic energy to spark ideas and put them into motion! Have you got **SPARK**?

Role:

The Implementation & Customer Success Team supports a wide range of customers primarily in the Taxi industry. The Team's main duties include liaising with customers both pre- & post sales, the installation & delivery of the iCabbi Product Suite including the iCabbi Dispatch & DiSC Telephone Platforms, training, in-life management, support and managing the ongoing customer relationship.

Responsibilities

- Pre-installation engagement to help with the understanding of the customers' business, capture key details with regards to their specific platform build, installation survey completion including planning & providing recommendations to the customer &/or their IT company, providing clear guidelines on next steps & requirements whilst updating the virtual team on progress.
- Liaise with Telecoms network services partners, IT providers and other key partners essential to the successful delivery and implementation of the Platforms.
- Work cohesively within the Implementation Team to project manage installations and ensure open communications.
- Forge excellent business relationships with key contacts across our customer base and key partners.
- Build knowledge of essential business systems to manage the implementation and ongoing account management process.
- Take responsibility for key milestones within the programme to ensure that you as an individual & the Team deliver to plan and budget.
- Delivery of training both on a face to face basis and via WebEx/Teamviewer.
- Supporting Customers whilst delivering the Platforms through the Implementation, Training & Go Live stages. Managing all 3rd parties to ensure smooth transition to agreed timescales.

- Ensure the Platforms are fully tested, fully functional and any issues are fully resolved. This can be both remote and on site at customer premises. For any requiring further support, ensure that a comprehensive action plan is in situ with ownership agreed.
- Responsible for setting up & complete full & comprehensive testing of the iCabbi integration (Hooks) with DiSC, including IVR, ABOP, Ringback, Call 2 Driver, Callsign functions etc.
- Engage with Sales Teams, Technical Staff and others to ensure that your own role and the required resources are integrated into the Platform delivery process.
- Complete timely & comprehensive Customer Handovers to your colleagues within the Support & CX Teams.
- Provide input and time for new releases / features for the Platforms providing in depth testing, feedback and assistance in ensuring releases are pushed on target.
- Provide up to date project updates at weekly team programme meetings including estimated & confirmed dates, updates from 3rd parties and progress of projects.
- Assist with the generation, implementation and review of potential Health & Safety issues, quality management and other operational procedures and systems.
- The role involves on site visits with customers at their premises & therefore a full clean driving licence & the commitment to work away from home is essential.

Targets & KPI's will be agreed at the start of each fiscal & reviewed regularly with a formal quarterly review to ensure the achievement is meeting both individual & business

What will you bring to us?

- Excellent communications skills, both verbally & written including high standards of literacy
- Excellent attention to detail
- Excellent organisational and problem-solving skills, including time management & the ability to work to deadlines and prioritise workloads
- IT, telecoms, data connectivity & networking knowledge & understanding is essential
- Ability to work methodically, accurately & under pressure
- Self-motivated with a professional, positive and customer focussed work ethic
- Strong aptitude for seeing tasks or projects through to completion
- Willingness and ability to work flexibly to meet the demands of the role
- Confidence to challenge & question processes to provide business improvements
- Ability to receive feedback & to accept & learn from constructive feedback to improve & self-development
- A comprehensive understanding of the taxi industry is preferred
- Manage situations which may arise on Go Lives such as customer premises losing all communications etc. Manage both the customer and the third parties involved and keep the situation calm and controlled whilst providing the required fix

What will we give to you?

- A culture which is second to none!
- A happy work environment.
- Opportunity to gain experience and knowledge in a unique industry
- Further education and training to enhance your skillset
- We empower you to make your own career by working with some of our leading clients and forging new relationships with colleagues and customers
- A team of highly experienced technology and development professionals to work with and support you.
- A leadership team who have a worthwhile mission and who excel at that mission.
- A chance to work with one of the market leaders in the Taxi Industry, currently disrupting a market and leading change within Mobility
- A company that is going from strength to strength with significant growth plans that we are achieving.