

## Implementation Manager / Consultant

i-nexus provides cloud strategy execution software to leading global brands aspiring to excel at strategy execution.

You should be smart, dynamic, and independent thinking person with at least 3 to 5 years of SaaS experience in a similar role, with a goal of delighting every i-nexus user.

You will be working within our G2 award winning Success team, based in the central Midlands but fully remote.

Ideally, you are someone who:

- Has proven experience as an Implementation Consultant / Customer Success Manager with a SaaS background
- Is excellent with all levels of stakeholders, building strong relationships with customers, leading and presenting communications, as well as facilitating conversations
- Has strong commercial acumen, and can identify and close new business opportunities within existing accounts
- Is technically savvy with a strong understanding of software complexities
- Thinks analytically and thrives with problem solving
- Clearly, effectively, and confidently communicates to C-suite stakeholders.
- Is experienced with delivering projects

As part of your day-to-day activity, you will:

- Manage the full lifecycle of service engagement for an assigned client portfolio, managing customer satisfaction, expansion, upsell and service requirements
- Perform customer facing onboarding activities, including but not limited to customer discovery, desired outcome creation, success planning and in-depth software training
- Analyze requirements, designing and documenting the solution, configuring the software to meet your client's needs, testing, supporting the client during rollout etc.
- Engage with customers regularly throughout the onboarding period to address their questions and concerns, ensuring a world class onboarding experience
- Support project management activities, including creating and updating project plans and timelines
- Work against your onboarding KPIs, including key milestone achievement, response time, time to value, and customer satisfaction
- Apply a highly consultative manner with customers to determine and understand their needs and goals to provide tailored guidance in successful adoption of i-nexus
- Continually learn and develop your knowledge of i-nexus, demonstrating credibility to successfully onboard customers
- Articulate your customer's goals, and turn these into customer success deliverables
- Works cross-functionally with all customer facing roles to ensure a smooth and successful transition from sales to onboarding to managing customer success of the client
- Develop a highly collaborative and positive relationship with the customer, managing adoption, driving usage, monitoring health, and customer satisfaction

- Drive customer retention, identify new growth opportunities, and secure customer willingness to advocate on a range of products
- Represent the Voice of the Customer across the different internal business teams
- Successfully identify and drive new business opportunities within existing accounts.
- Deliver a service which delights our customers and ensures they experience true value by achieving their goals
- Demonstrate advanced insight and understanding of each customer's business priorities

We will support you as you become a highly valued member of our team and pay a competitive starting salary depending upon your experience, skill level and aptitude.

Please send your CV to [Avi Joshi](#), Head of Customer Engagement.

### **About i-nexus**

i-nexus provides cloud strategy execution software to leading global brands aspiring to excel at strategy execution. Its scalable, enterprise grade platform is deployed within multiple global blue-chip businesses, predominantly based across the US and Europe.

By digitalizing how companies manage the strategic planning process, from developing robust strategic plans to overseeing their delivery and measuring results for data-driven decision making, i-nexus customers achieve breakthrough performance by delivering more strategic goals at pace.

From transformational initiatives across entire organizations to business unit-specific programs, i-nexus strategy execution software is the choice of leaders tasked with aligning people and results to business-critical goals.