



**We are  
hiring**

## **Customer Success Manager**

### **About the role:**

**Role:** LegalTech consultant, focused on Customer Success

**Reporting to:** Commercial Director

The ideal candidate will have a strong understanding of how our solution helps tackle the numerous challenges facing big law today, from pressure on margin through to lawyer well-being and “the great resignation”. They will relish (not just enjoy) engaging with customers and prospects alike to qualify sales opportunities and working with other members of the sales team when communicating the company’s value proposition.

### **Main Responsibilities:**

- Consult with clients and manage existing relationships to ensure solid adoption of automation projects
- Build relationships with key client stakeholders
- Work with clients to identify new areas that could benefit from Clarilis’ solution
- Liaise regularly with project delivery and account management team
- Develop and maintain a high level of knowledge of Clarilis’ solution
- Use effective time and territory management
- On a monthly basis, analyse, prepare and deliver client management reports
- Share knowledge and be an active team player to help the team meet company objectives
- Keep abreast of industry trends, competition, and new opportunities

For more information or to forward your CV for consideration for this role please email [recruitment@clarilis.com](mailto:recruitment@clarilis.com)



## The ideal candidate will have the following skills and attributes:

- At least 3-5 years' experience in the transactional practice areas of big law or have worked in a law firm environment for an extended period
- Successful in developing and maintaining relationships at partner level within big law
- A desire to spend most of his/her time in front of clients
- Consultative approach, earns respect and trust of prospects and team-members
- Capable of identifying where our value proposition would be of additional value to CXO and their team members
- Can understand and communicate the customer's business transformation needs
- Knows how to prioritize where he/she spends time
- Consistently balances and explains well his/her activity in all aspects of this consultant role
- Gracious with gravitas: Consistent desire to drive customer satisfaction and be a respected consultant to clients.
- Team player, contributing, learning and sharing new knowledge and ideas
- Driven, energetic, methodical, resilient, consistent. Takes ownership and responsibility
- Entrepreneurial mindset but methodical approach to business
- Proactive: has an eye for what can go wrong and a plan if it does
- Astute, not intense leveraging of internal resources (presales, consulting)
- Doesn't require or expect micro management, or a large infrastructure
- Comfortable working with small and extended team
- Capacity to build and leverage a large network of industry influencers
- Capacity to tap into the existing Knowledge Management networks within big law
- Naturally updates him/herself on industry trends, competition, new opportunities and use-cases

## About us

Clarilis liberates lawyers from complex manual drafting, so they can spend more time on the work they trained to do. We do this by combining a market-leading automation platform with experienced professional support lawyers who work with customers to deliver deep automated drafting for law firms in inhouse counsel, globally. A UK-based scale-up, Clarilis customers include over 25 of the top 100 law firms in the UK – we also have customers in Canada, US, Singapore and Africa. A scale-up with a proven track record, Clarilis is positively disrupting the legal sector by increasing lawyer capacity (reducing time to first draft by 90%) that has proven game changing and evidenced by an 100% NPS.

You can find out more about us here: [www.clarilis.com](http://www.clarilis.com)

## EEO Policy:

Clarilis is an equal opportunity employer. All qualified applicants will receive consideration for employment without regards to race, colour, religion, sex, national origin, disability, sexual orientation or any other characteristics protected by law.

**Hours:** Full-time

**Location:** Flexible

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