

Customer Success Team Manager

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Company: Microsoft

Location: Italy

Category: office-and-administrative-support

Overview

With over 17,000 employees worldwide, the Microsoft Customer Experience & Success (CE&S) organization is responsible for the strategy, design, and implementation of Microsoft's end-to-end customer experience. Come join CE&S and help us build a future where customers come to us not only because we provide industry-leading products and services, but also because we provide a differentiated and connected customer experience.

This is a people manager role working with customer success account managers supporting our largest global customers across EMEA.

This role is flexible in that you can work up to 100% from home.

Microsoft's mission is to empower every person and every organization on the planet to achieve more. As employees we come together with a growth mindset, innovate to empower others and collaborate to realize our shared goals. Each day we build on our values of respect, integrity, and accountability to create a culture of inclusion where everyone can thrive at work and beyond.

Qualifications

Required/Minimum Qualifications

3+ years people management experience.

5+ years of experience working with global accounts

Fluency in English

6+ years customer success, solution delivery, practice management, customer-facing

consulting, or portfolio management experience

Bachelor's Degree in Business, Sociology, Psychology, Computer Science or related field

Additional or Preferred Qualifications

- Experience managing a consumption portfolio.
- Project Management Institute (PMI) or equivalent Project Management certification.
- Prosci or equivalent certification.

Responsibilities

People Management

- Managers deliver success through empowerment and accountability by modeling, coaching, and caring.
- Model - Live our culture; Embody our values; Practice our leadership principles.
- Coach - Define team objectives and outcomes; Enable success across boundaries; Help the team adapt and learn.
- Care - Attract and retain great people; Know each individual's capabilities and aspirations; Invest in the growth of others.

Customer Relationship Management

- Leads by example through owning operational executive relationships with key customer, partner, and internal contacts to further Microsoft's customer success goals, targeting executives (as appropriate). Ensures the customer is recognizing value as planned. Anticipates, identifies, and manages potential issues, escalating to appropriate teams for resolution. Expands customer relationships to create cross-sell and upsell opportunities.
- Identifies, understands, influences, and challenges and manages the needs, expectations, and interests of key customer technical, business, and executive stakeholders. Ensures key stakeholders (including partners) are satisfied with agreed upon objectives and outcomes and that their interests are protected and valued. Leads and coaches business value conversations key stakeholders.
- Collects feedback from internal and customer stakeholders on business needs, preferences, values, and goals to identify important customer patterns, pain points, attitudes, and expectations and coaches others to do the same. Prioritizes resource efforts to meet the most critical needs and expectations of customers. Reviews and communicates the status of

delivery programs linked to customer priorities with internal stakeholders.

Technical Relevance

- Coaches team members on implementing training plans focused on technical and industry knowledge development aligned with organizational goals. Coaches team members on and stays current with industry and Microsoft technical insights through consultation with the Customer Success community, peers, partners, and customer stakeholders. Advises customers on Microsoft technology trends and direction with relevance to Microsoft's competition.

Customer Success Leadership

- Drives conversations with customers to demonstrate alignment between customer objectives and the current Microsoft portfolio of work in the customer account, promoting identified opportunities for growth. Leads the team to adopt organizational and customer success strategy to maximize customer's investments and value across all solution areas. Works with customers to define and agree upon a long-term approach to fuel adoption of Microsoft technology and services in alignment with the customers' current and future goals and objectives. Supports account team planning, promoting business and technical needs for change to challenge customer thinking that drives transformation towards modern digital approaches.
- Coaches team on developing and delivering strategic roadmaps in partnership with key stakeholder and executives for executing program planning, managing key stakeholder and executive expectations via delivery of a Customer Success Plan (CSP), and prioritizing engagements to address agreed-upon customer outcomes and account priorities to deliver ongoing customer success. Coaches team on leveraging, improving upon, and streamlining the use of Microsoft delivery management methodologies, processes, and tools to improve and mitigate risks to customer operational health. Coaches team on anticipating, identifying, and mitigating customer blockers and risks by leveraging Microsoft solutions and services, and developing deliverable programs of work. Guides team through leading delivery program reviews with internal stakeholders to ensure alignment on customer outcomes and account priorities. Leads executive escalation management and communications for delivery programs in the customer account. Runs rhythms of business (RoBs) reviewing delivery excellence metrics (e.g., delivery backlog, bookings, unstaffed requests).
- Guides team in mobilizing resources for identifying, resolving, and mitigating blockers to accelerate consumption. Coaches team to identify pipeline opportunities, be accountable for

milestones, and ensure committed milestones are completed to deliver growth in their customer portfolio. Coaches team to support customer adoption and active usage of Microsoft products and services aligned to outcomes and objectives defined within agreed-upon customer success plans. Coaches team to deliver and articulate customer value, drive business growth, maximize customer retention and minimize customer churn.

Benefits/perks listed below may vary depending on the nature of your employment with Microsoft and the country where you work. Industry leading healthcare Educational resources Discounts on products and services Savings and investments Maternity and paternity leave Generous time away Giving programs Opportunities to network and connect

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