

CUSTOMER ENGAGEMENT MANAGER (UK)

We are currently recruiting for a Customer Engagement Manager to join the Aspera Solutions team (UK).

Why should you think about joining Aspera?

Aspera Solutions is a successful, award winning, ERP Consultancy serving mid-tier manufacturing, distribution, service and solution companies across EMEA. We are growing year on year and pride ourselves on innovation, knowledge leadership and valued delivery of Epicor's flagship ERP systems (Epicor Kinetic & Prophet 21).

In working with Aspera Solutions, you will be part of an established Customer Engagement team, helping customers realise the benefits, and extract value, from their investment in ERP. This is an exciting, value centric role, that requires strategic thinking, customer orientation, innovation, and skills in both account management and customer base sales.

If this sounds like you, see below for additional details.

The Role of Customer Engagement Manager (UK) in Aspera

We are looking for a Customer Engagement Manager, based in the UK, who will be proactive and passionate about our products/services, and the customers we serve. The Aspera Customer Engagement Manager is a focal point for customer communication, assessing business needs and providing value-add solutions. The Customer Engagement Manager will collaborate closely with Aspera delivery, marketing and sales teams to promote responsive customer service and relationships.

The successful candidate will have an understanding of manufacturing business processes, relevant in mid-tier ERP experience, and commercial skills to progress winning value propositions.

To succeed in this position, candidates will have strong communication, IT and problem-solving skills. They will also have the experience and confidence to represent Aspera strategy and values, command the respect of customers and, where necessary, respectfully challenge customer perceptions and demands.

Role Summary/Key Responsibilities:

- Communicate with customers to understand their needs and explain product/service value.
- Build strong relationships with customer management.
- Collect and analyse information from regular reviews with customers to identify potential projects and customer's expectations. Preparation of customer improvement plans.
- Prepare and manage sales forecasts.
- Augment customer base sales, including identification of opportunities, preparation of proposals and presentation of value proposition.
- Act as a customer advocate within the organisation to ensure on time delivery of quality services.
- Conduct surveys and marketing programmes in collaboration with Aspera Marketing
- Utilize customer relationship management (CRM) in coordinating and monitoring customer engagement operations.

- Resolve complaints and assist in root cause analysis.

Candidate Requirements:

- Minimum Bachelor's Degree in IT, engineering, or a business-related discipline.
- Background serving customers in the mid-tier ERP manufacturing sector including understanding customer business behaviours and industry trends.
- ERP business process knowledge, preferably on Epicor ERP
- Strong verbal, written and presentation skills, and collaboration skills and team working.
- Sales skills and commercial experience in industrial sales.
- Ability to collect, track, and analyse data.
- Strong work ethic and ability to work autonomously.
- At least 5 years of experience operating in a similar role.
- Travel requirements within the UK and Ireland.

Salary range and benefits commensurate with industry norms and candidate experience.

Contact

If you are interested in this position, please send your C.V. and a cover email to leeann.matthews@asperasolutions.com