

Job Advert

Role: Customer Success Manager
Location: St Albans, Hertfordshire
Salary: £35,000 – 45,000 per annum

About Amthal

Amthal Group is a newly formed independently owned group of established businesses who design, install, maintain, and monitor electronic life safety and security systems.


Amthal Fire & Security (AFS) established 2000 operate from St Albans in Hertfordshire with current sales of £5.5m and 65 team members. Integrated Protection Maintenance Services (IPL) established 2005 operate from Coleshill in Birmingham with current sales of £1.9m and 14 team members. The combined vision of the group is to scale a sustainable and dynamic group of businesses through continuous investment & development in its people.


With ambition to achieve revenue of £12m by 2026 and a mission to provide compliant protection, unrivalled customer experience and professional service. Committed to achieving operational excellence, through empowering and developing, exceptional talent, to maintain our friendly and supportive environment.


Why we think you would love to work with us


At Amthal, we aim to invest and empower you to continue our mission of being one of the nation's trusted commercial fire and security partners whilst maintaining our friendly and supportive culture.


Join our team where your dedication and integrity will be recognised with opportunity and progression whilst ensuring a healthy work life balance. Our success lies in creating a working environment where every individual is motivated to work together and exceed the expectations of our customers. We value our people and will support you to deliver on all aspects of our business with integrity and dedication.

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Team member benefits include;

- 9 day working fortnight
- Continuous professional development
- Wellness & Employee Assistance Programme (EAP)
- YuLife – The #1 rated benefits programme
- Death in service insurance
- Salary sacrifice pension scheme
- Quarterly one-to-one check-ins with your line manager
- 25 days' holiday, plus Bank Holidays, increasing to 35 days (1 day extra per annum to 30 days and a further 5 days after 10 years)
- A company culture that promotes work life balance
- Access to mental health care support
- Team member of the month recognising outstanding contribution
- Annual company day to share successes and strategic plans

About you


You will have a drive and desire to want to grow within an extremely reactive customer focused environment. You will have a willingness to want learn about both processes and products so you can fulfil the role at the best of your ability. You will be a great team player with excellent customer facing communication and interpersonal skills to lead a team to ensure the most efficient and effective support is delivered to our customers. You will need to be supportive, visible and lead by example within the office operational team to create a positive, friendly and supportive working culture.


All aspects of the role must be performed in line with the business's values to realise our vision by providing unrivalled customer experience and professional service to our clients. The position requires high levels of self-motivation, organisation and must be performed with integrity and dedication. In return we are committed to empowering and developing exceptional talent, maintaining our friendly and supportive environment to ensure we get it right first time every time.


About the role


The role is a customer focused leadership role driving the customer success team to ensure the highest level of customer experience is delivered. Look to drive and support the customer success team with there day to day roles striving to achieve departmental KPI's and playing a crucial role in the success of the business.


Department Management and Reporting: This role requires the ability to source, interpret and analyse departmental data from our CRM system to ensure effective performance of the customer success team.

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Leadership: Be proactive, present and vocal within the office to help drive and support the customer success team in a highly reactive environment. Ensure key decisions are made quickly and effectively to help deliver unrivalled customer service.

Resource Management: Leading Customer Success Team to coordinate our engineering team to ensure timely and efficient scheduling of required works meeting our industry set guidelines on response times and internal KPI's.

Administration Support: Provide administrative support to your team when required, including responding to emails and answer telephone calls to ensure the Teams KPI's are met.


Communication: Be the main contact within the Customer Success Team for both internal departments and external stakeholders. Facilitate effective communication and collaboration amongst team members to get work done effectively and efficiently.


Internal Systems Management: Learning and understand of our internal CRM system, Simpro, to ensure you are able to successfully fulfil all functions of this role.


External Systems Support: Learning and understanding our customers third party software's used to manage there compliance. This will allow you to support the Key Accounts Department with customer queries. The key third party systems are Fixflow, Dwellant, Pronett & Service Channel.


About the process


1. Please apply by uploading your CV via our careers page - [Apply now](#)
2. The next step is an informal phone call with one of the team to check in with and confirm that you've read the job description and are a great skills fit
3. You will then receive a telephone interview from the Operations Manager to check you meet the skills requirement for the role along with sharing our values
4. On success of your telephone interview you will then be invited to a face to face interview at our offices with the Operations Manager alongside another senior team member for a more formal interview process
5. We will call you to tell you you're successful before putting the offer in writing and beginning to carry out the usual security vetting and checks as required to work in our industry

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