



The app commerce company

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poqcommerce.com



About Poq

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps that allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Hotel Chocolat, Holland & Barrett, Belk, the Cotton On Group and FeelUnique.

The London-based start-up was founded in 2011, the company is VC-backed raising £16.5 million and recently closed Series B funding in 2018, the most recent round was led by Smedvig Capital, with participation from previous backers Beringea and Revolt Ventures.

About the role - Customer Success Manager

Reporting directly to the Customer Success Director, you will be managing relationships with small to medium enterprise retailers, ensuring they get the most out of the Poq solution and engagement.

Working on cutting edge technology, in the exciting mobile space, helping to shape the future of app commerce. You will act as a strategic contact and ultimate relationship owner between Poq and clients.

What you'll be doing

- Actively manage an existing portfolio of Poq customers
- You will be targeted on retaining, renewing and upselling clients
- Work with client to define and achieve mutual client roadmap, aligning with internal strategy
- Be the escalation point of contact for Support and Project Management
- Focus on client success by mutual KPI's including app commerce performance and agreed success metrics
- Maintain, grow and develop multiple relationships, including C-Suite, Head of Ecommerce, Product Owners, and Marketing
- Work collaboratively with internal Poq teams on product feedback, delivery timescales, software releases, and more
- Adopt practise maintaining Salesforce, Confluence and other relevant databases
- Regular face to face with senior stakeholders

What we're looking for

- Min. 2 years of Customer Success or relationship focused account management experience
- Experience within ecommerce/retail preferable
- Min. 1 year in SaaS
- Experience engaging with senior stakeholders
- Proven ability to manage accounts and workload proactively
- Google Analytics or similar a plus

We love spending time together as a team, [check us out on Instagram](#).

How to apply

We'd love to hear from you - please email your CV to recruitment@poqcommerce.com.

GDPR Compliance at Poq

Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.



Poq Values & Behaviours

Deliberate

- We move forward constructively with integrity and purpose
- We bring the best version of ourselves every day
- We are experts and innovators at the top of our game

Enterprising

- We are ambitious, resilient and passionate about what we do
- We are creative thinkers, problem solvers, decision makers
- We do great work and get things done together

Honourable

- We take ownership and hold ourselves accountable
- Take pride in our product, our work and each other
- We are honest, decent and do the right thing

Open

- We are open to ideas, learning and evolving
- We work together as one team
- We celebrate and embrace our diversity