

## Themis Job Description

### Customer Success Manager

<b>Department:</b>	Customer Success	<b>Location:</b>	London or United Arab Emirates
<b>Reports to:</b>	Head of Customer Success	<b>Role Type:</b>	Permanent
<b>Reported to by</b>	N/A	<b>Position:</b>	Customer Success Manager
<b>About Themis:</b>	<p>Themis is a B-Corp accredited technology platform with a mission to reduce the global impacts of financial crime.</p> <p>Financial crime is a very real and evolving problem and is increasingly in the public spotlight, from sanctions on Russia to the criminal gangs profiting from modern slavery and human trafficking. Themis is at the forefront of tackling this global issue through our work with both private and public sector partners.</p> <p>Themis helps clients identify and manage their financial crime risks, through a combination of insight, intelligence and innovation. Our cutting edge technology is designed to help businesses of all sizes meet the challenge of financial crime, led by our staff of financial crime specialists and investigators.</p> <p>In this way, we are fuelling sustainable change and raising awareness of the multitude of threats caused by financial crime</p>		

<p><b>Impact:</b></p>	<p>Themis is a purpose-driven business and recently was recognised as one of the Best for the World B Corps of 2022. We seek to meet the highest standards of verified social and business performance, public transparency, and legal accountability to balance profit and purpose.</p> <p>The positive impact of Themis is multiplied by the Themis Charitable Trust that directs and raises additional funds to support the victims of underlying predicate crimes.</p>
<p><b>Job purpose:</b></p>	<p>We are looking for a Customer Success Manager to join our growing Customer Success team and be a strategic and supportive partner at every stage of the customer journey, to build long term relationships between Themis and our customers.</p> <p>This job would ideally suit a person who has previously worked as a KYC/AML analyst or who has worked in a compliance related role, that is looking for a new challenge working for an exciting company with lots of growth opportunities. Experience in any kind of financial crime related role would be advantageous.</p> <p>Our customer success team monitors customer usage of the system and wider engagement with Themis (across all products and services) and managing these to ensure deep, long lasting, trusted relationships.</p> <p>The customer success team are responsible for our customer KPIs (including net promoter scores, longevity, cross selling and repeat orders).</p> <p>You will be self-motivated, always wanting to learn, a team player and be able to manage change in your stride. In addition to working within the Innovation team, the Customer Success Manager will work closely with our Marketing &amp; Sales teams as well as our Product, Insight and Intelligence teams.</p> <p>Overall as a member of the Customer Success team you will have:</p>

	<ul style="list-style-type: none"> <li>• A genuine interest in financial crime and its effects worldwide;</li> <li>• Excellent general technical skills.</li> <li>• A natural customer centric focus and interest to understand their needs and challenges;</li> <li>• Strong written and verbal communication skills</li> </ul>
<p><b>Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Themis Customer Success function is the primary relationship holder and escalation points for existing Themis Clients. The aim of this function is to develop long standing, sticky relationships, where our clients trust us and feel the value they get out of Themis. The customer success team also promotes customer loyalty and ownership across existing clients (both at a corporate and individual level).</li> </ul> <p>Specific responsibilities include:</p> <ul style="list-style-type: none"> <li>• Performing platform demos for prospective new clients;</li> <li>• Building trusted relationships with our existing clients to make sure that they are happy and understand the value they are getting from Themis;</li> <li>• Setting up regular and periodic client 'check in meetings' to understand how they are using our system (and other products) and to get feedback (what do they like, are there any particular new features or functionality or data that they would like to see in the system etc?). Do they need any further coaching, support or training;</li> <li>• Develop and formulate an effective client handover process from sales;</li> <li>• Perform New client onboarding including: <ul style="list-style-type: none"> <li>• Set up of users and configuration of the Client's tenant</li> <li>• Training of Client users</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● Ongoing client engagement</li> <li>● Manage the Themis Search Helpdesk and ensure all tickets raised are handled quickly and efficiently and escalated where necessary;</li> <li>● Develop written and verbal communication standards for existing clients;</li> <li>● Monitor Themis Search Customer Satisfaction Surveys as well as MIS on system usage and generation of our Customer Satisfaction (CSAT) Metrics;</li> <li>● Management and reporting of Themis Search Client EDD and Whistle blowing Requests;</li> <li>● Work closely with the Head of Training &amp; Marketing to develop external client training videos and tutorials;</li> </ul>
<p><b>Experience required:</b></p>	<ul style="list-style-type: none"> <li>● Education to degree level;</li> <li>● Former experience in a KYC/AML/Compliance related role.</li> <li>● Experience of financial crime risks and issues;</li> <li>● A demonstrable interest in global current affairs and awareness of financial crime concerns and the global effort to mitigate this threat;</li> <li>● Experience with hubspot or a similar CRM for workflows would be a distinct advantage;</li> <li>● Experience of using Helpdesk Software (FreshDesk) is a benefit but not essential;</li> <li>● Excellent communication and relationship building skills.</li> </ul>