

Job Description: Customer Success Manager



Our Vision: Deliver innovative supply chain solutions.

Our Purpose: We are here to help you succeed.

Our Mission: Develop great people that deliver exceptional results.

We live our Core Values of **Honesty, Respect, Sharing Passion, Taking Pride and working as a team.**

Job Title: Customer Success Manager

Department: Commercial	Group/Team: Commercial
Reports to: General Manager – Commercial	Responsible for: Full Customer Success team and customer experience delivery
Job Objective: Lead the full Customer Success function and champion customer experience across Sorted, ensuring customers receive consistent, proactive and high-quality service. The role builds team capability, owns significant escalations and service recovery, and connects Customer Success, Account Management, Sales and Operations so customer feedback, risks and service insights drive retention, operational improvement and sustainable account value. Reporting to the General Manager – Commercial, the role translates commercial strategy into clear customer success plans, team priorities and cross-functional actions. It leads customer onboarding and service transitions, develops operational dashboards and customer health reporting, supports customer KPI reviews and RFP/RFI activity, and uses systems, automation and AI opportunities to improve customer experience and team efficiency.	

Key Responsibilities:	What success looks like:
Maintain and grow Sorted's culture in line with company values.	• Role model honesty, respect, passion, pride and teamwork. • Create a capable, accountable and customer-focused team environment. • Demonstrate a practical "can do" approach and ownership of outcomes.
Champion Health, Safety, Compliance and wellbeing.	• Role model Sorted's safety, compliance, conduct and care standards. • Ensure customer decisions and commitments consider safety, certification, compliance and operational risk. • Report and escalate hazards, incidents, non-conformances and material customer risks promptly.
Provide effective team leadership.	• Set clear goals, KPIs, service standards and priorities for the Customer Success team. • Coach, develop and hold team members accountable for performance and customer outcomes. • Manage resourcing, recruitment, onboarding, training, performance and succession in partnership with People and Culture. • Maintain regular team and individual performance rhythms and ensure agreed actions are completed. • Ensure time and attendance approvals and people processes are completed accurately and on time.
Lead customer success and retention.	• Develop and maintain customer success plans for priority accounts in line with the GM – Commercial's account management strategy.

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	• Monitor customer health, satisfaction, service performance, retention risk and growth opportunities. • Build trusted, multi-level relationships that strengthen loyalty and long-term partnership value. • Identify risks early, agree recovery actions and escalate material issues appropriately. • Support retention and account growth targets through disciplined relationship management and follow-through.
Deliver a consistent customer experience.	• Set and maintain standards for professional, accurate and timely customer communication. • Ensure enquiries, complaints, claims and significant escalations are owned through to resolution, with clear service recovery actions and customer updates. • Represent the Voice of Customer by sharing feedback, recurring themes, service concerns and retention risks across the business. • Coordinate regular Voice of Customer surveys, analyse results and ensure insights are translated into clear actions for customers, leaders and operational teams. • Maintain clear records of customer interactions, commitments, actions and outcomes in relevant systems. • Ensure learnings from customer issues result in practical process or operational improvements.
Manage service levels and customer commitments.	• Ensure customer requirements and SLA commitments are clearly understood, monitored and reported. • Lead the Customer Success component of new customer onboarding, implementation and service transitions, including customer portal demonstrations and training where required. • Ensure the team is prepared for go-live, manage the transition into BAU service and identify early customer experience issues. • Partner with Operations and other teams to resolve service gaps, address root causes and deliver agreed corrective actions. • Provide timely updates to customers and internal stakeholders on performance, risks and recovery plans.
Support commercial performance and account growth.	• Understand account revenue, margin, profitability, contract obligations and opportunities. • Support Account Management with customer feedback, service trends and emerging retention risks, and participate in relevant customer KPI and service review meetings. • Provide Customer Success insight and service information for RFPs, RFIs, tenders, renewals and new customer opportunities while Sales retains ownership of the commercial process. • Identify and qualify opportunities to improve customer value or broaden services, then partner with the GM – Commercial and Business Development to progress them.

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	- Partner with wider Commercial team to promote customer success stories, customer strategy outcomes and Sorted Success initiatives through appropriate internal and external channels. - Identify suitable award, recognition and case study opportunities that showcase successful customer partnerships and reinforce Sorted's market position. - Avoid unauthorised commercial commitments and escalate pricing, scope or contract changes for approval.
Use data, systems and insights to drive improvement.	- Develop and maintain an operational dashboard connecting Customer Success and Operations, highlighting service hotspots, recurring issues and emerging customer risks. - Track and report customer health, service performance, escalations, corrective actions and agreed Customer Success KPIs. - Provide clear insights for customer KPI reviews and to the GM – Commercial on retention risk, service trends and growth opportunities. - Improve customer use of portals and self-service tools, and identify practical opportunities to use systems, automation and AI to enhance customer experience and team efficiency. - Use customer survey results, feedback themes and service insights to strengthen customer success planning, customer strategy and continuous improvement priorities. - Lead continuous improvement initiatives that address root causes and reduce repetitive or avoidable customer queries.
Ensure Sorted meets and exceeds customer expectations.	- Customer expectations, opportunities and risks are actively managed through clear governance and cross-functional alignment. - Priorities are progressed in a timely, professional and collaborative way. - Customer satisfaction, retention, service performance and sustainable account value improve against agreed measures.

Key Relationships	
Relationship	Key stakeholders
External	Customers, suppliers, carriers, commercial partners and other external stakeholders
Internal	General Manager – Commercial; Customer Success, Account Management and Sales; Operations, Transport and Warehousing; Finance and Claims; People and Culture; Quality and Compliance; Technology; and other Sorted employees

Financial Responsibilities

- × Work within approved budgets and delegated authority.

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- × Support account revenue, margin, forecasting, annual uprates and cost-to-serve reviews.
- × Do not make pricing, credit, contract or scope commitments outside approved authority.

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Key Skills, Attributes and Competencies

Customer experience and service recovery	• Builds trusted customer relationships and represents the Voice of Customer across the business. • Manages significant escalations, complex expectations and service recovery with calm judgement and clear communication. • Turns customer feedback and recurring issues into practical service improvements.
Leadership and influence	• Sets clear expectations, coaches effectively and develops an accountable, solutions-focused team. • Influences across Customer Success, Account Management, Sales, Operations and support functions without removing functional ownership. • Manages competing priorities with resilience, sound judgement and disciplined follow-through.
Commercial and analytical capability	• Understands customer health, SLAs, retention risk, account value and relevant commercial obligations. • Uses customer, service and operational data to identify hotspots, trends, root causes and priorities. • Produces clear dashboards, reports and recommendations for customer reviews and internal decision-making.
Communication and stakeholder management	• Communicates clearly and professionally in writing, meetings, presentations and customer training. • Builds constructive relationships and aligns stakeholders around ownership, actions and timeframes. • Provides practical customer-service input into onboarding, KPI reviews, RFPs and RFIs.
Systems and continuous improvement	• Confidently uses CRM, customer portals, operational systems, Microsoft 365 and reporting tools. • Identifies opportunities to improve processes, self-service, automation and responsible use of AI. • Understands the operational realities of logistics, transport, warehousing and 3PL services, including safety, quality and compliance requirements.

Required Qualifications and Experience

Experience	• Proven experience leading a customer services, customer success or customer experience team in a complex service environment. • Demonstrated experience managing customer escalations, service recovery, performance standards and cross-functional corrective actions. • Experience developing customer or operational reporting, identifying trends and presenting insights to customers and senior leaders.
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	• Experience supporting customer onboarding, implementation or system and service transitions, including customer training or portal demonstrations. • Commercial awareness and experience contributing customer-service input to KPI reviews, RFPs, RFIs or account planning. • Experience in logistics, transport, warehousing, 3PL, supply chain or a comparable operational service environment is preferred. • Experience in marketing, customer communications, case studies, awards submissions or customer success storytelling would be advantageous.
Qualifications	• A relevant tertiary qualification in business, customer experience, supply chain or a related discipline is desirable; equivalent relevant experience will be considered. • Relevant leadership, customer experience, account management, continuous improvement or project/change training is advantageous.