

CUSTOMER SUCCESS EXECUTIVE (B2B SaaS)

The role

The Customer Success team works closely with customers to understand their business objectives and coordinate with internal departments (Sales, Product, Marketing, Development) to ensure that we are providing an amazing service experiences along with a great product for our customers. As a Customer Success Executive, you will report to the Customer Success Manager and will support the adoption, retention and growth of our customer base.

Key Responsibilities

- Along with the Customer Success Manager, you will help own the overall relationship with our customer base, which includes: initial onboarding and training, increasing adoption, ensuring retention, and ongoing satisfaction.
- Be the customer's first point of contact. You are their advocate and champion and work directly with our product team to help improve Klipboard (feature requests, improvements, bugs)
- You will help customers maximise the value of Klipboard with absolute knowledge of the product
- High levels of quality customer engagement ensuring they reach success as soon as possible
- A continuous approach to actively growing the community of customers
- Identify opportunities for growth by relaying information back to the sales team
- Respond to support queries, provide answers and be the go-to guide
- Management of CRM and other platforms related to delivering customer success
- You will help monitor customer health through available metrics and assessment and carry out follow-up actions as necessary
- Along with the Customer Success Manager, you will help to identify and resolve challenges with product adoption encountered by our customers

The Person

- An entrepreneurial spirit who is looking to have an impact on the overall success of the company
- A minimum of 1-2 years of relevant experience in a customer facing role
- An individual that is passionate and highly motivated to meet and exceed both personal and professional targets
- Meticulous in your approach whilst having the ability to prioritise workload ensuring the management of many tasks at once, with a calm and level headed approach
- Highly adaptable and quick to learn new information
- Strong listening skills and ability to understand others' viewpoints
- Possess a strong work ethic and relentless attitude to achieve success
- High levels of tenacity and desire to go above and beyond
- Open to a culture of innovation, professional development and collaborating with others in a team
- Importantly, an honest and transparent attitude to work and others
- Educated to degree level or equivalent