

Job Description

Customer Success Executive

About Clientshare

- We are a London based B2B SaaS company, launched in 2017, that helps suppliers retain their most precious asset – their customers.
- Clientshare has two products, Clientshare Premium and Clientshare Pulse.
- Clientshare Premium is a private, secure platform for suppliers to evidence Service and Contract Governance for their most complex clients.
- Clientshare Pulse is a workflow tool for suppliers to deliver business reviews, get feedback from clients and manage risk.
- Our vision is to become the market leader in contract and service governance tools, used by enterprise and SME suppliers across industries and across the globe.
- Our clients include global brands like Telefonica Tech, Impellam, Compass, and Mitie.

Why Clientshare

We have an exciting opportunity for a Customer Success Executive to be based at our office near Liverpool Street, London. This role will give you the chance to make a real difference, offering up new challenges every day. Highly motivated, flexible, and organised candidates who enjoy working on a wide variety of tasks will find this position hugely rewarding. We are customer-obsessed, and results focused in everything we do and have a lot of fun in celebrating our achievements.

About the Role

The Customer Success Team are responsible for helping our customers get the best results from using Clientshare. The Customer Success Executive engages with our users virtually gaining feedback on Clientshare, how customers are using it, and providing coaching on how to get the best out of the software. The Customer Success Executive will support account leads and owners with the implementation and on-going development of Clientshare within our clients' organisations.

Responsibilities

- Supporting account owners with all account focused activities
- Monitor use of our service within assigned accounts to identify trends, concerns, and dormant users.
- Deliver user coaching by phone/video call in order to build strong relationships, great users and useful feedback from our customer base.
- Promote our services to assist with increasing the adoption of Clientshare.
- Supporting the implementation of action plans to correct any negative trends within assigned accounts to increase usage and guarantee renewal.
- Help create user guides, best practice documents and video collateral that will support the adoption of Clientshare.
- Support the Customer Success team to deliver the goals contained within the account plans for each customer. This will involve supporting implementation and account reviews.

Minimum Qualifications

- Fluent in English.
- Exceptional verbal communication skills, especially over the phone.
- Skills in core Microsoft Office tools.
- A positive, polite and friendly disposition.
- Impeccable attention to detail, organizational skills and a good grasp of data.

Salary Expectations and Benefits

- Grad+ Salary (depending on experience).
- Company annual performance bonus.
- Flexible working.
- Opportunity to join share incentive scheme.

How to apply

Please send your CV to

george@myclientshare.com

Tell us a bit about yourself, what interests you, what you enjoy and why you're looking for a role like this.