

Job Description

Customer Success Executive

About Clientshare

- Who we are: London based B2B SaaS company, launched in 2017, that helps suppliers retain their most precious asset – their customers.
- The destination: Market Leader in Service and Contract Governance tools, used by enterprise and SME suppliers across industries and across the globe.

Clientshare customers include global brands like Cancom, Impellam, Compass and Mitie. Learn more about us, our people, our culture and our clients here:

myclientshare.com

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 be responsible for overseeing the implementation and on-going development of Clientshare within our clients' organisations.

Responsibilities

- 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.
- Create and implement 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.
- Partner with Head of Customer Success to deliver the goals contained within the account plans for each customer. This will involve implementation and account reviews.
- Collect and document evidence on how our product is being used by customers to promote good news and demonstrate ROI throughout the customer lifecycle which will ultimately guarantee renewal.

Minimum Qualifications

- Fluent in English.
- Exceptional verbal communication skills, especially over the phone.
- Strong skills in core Microsoft Office tools (ppt, excel, word).
- A positive, polite and friendly disposition.
- 1 year experience in a B2B phone / video calls role.
- Impeccable attention to detail, organizational skills and a good grasp of data.

Preferred Qualifications

- Understanding of CRM systems.
- Knowledge of a SaaS enterprise software environment.

Salary Expectations and Benefits

- Competitive salary + OTC (depending on experience)
- Company annual performance bonus.
- Flexible working.
- Opportunity to join share incentive scheme.
- Generous holiday allowance.

How to apply

Please send a covering letter and your CV to james.ward@myclientshare.com

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