

Role Profile

Client Success Executive

Exeter

Numerous benefits incl. healthcare

25 days holiday + day off on your birthday

Company socials

£24-28k depending on experience

About Us

We are an award winning, bright, young, cloud-based software company delivering service management software that increases efficiency and productivity for our customers.

We see our clients as partners. It's our job to make sure that they are able to truly embrace our software and generate all the efficiencies and benefits that Oneserve has to offer. To ensure that we continually deliver this customer-centric service, we are looking for an exceptional Client Success Executive to work with clients to scope long-term strategies and assist them on a daily basis to ensure they feel a valued partner.

About the Role

As the main daily contact for clients, this is a critical role in maintaining client satisfaction and retention. You will work with the Client Success Director to ensure we forge strong partnerships with our clients, helping them develop objectives and strategies that will continually drive their businesses forward. The focus of the role is to build long-term relationships with customers, moving away from a traditional sales account management role.

This role offers superb opportunities for personal and professional development. As part of a small team you will be expected to fulfil a number of responsibilities, including but not limited to:

- Be the first point of contact for client queries
- Build mutually beneficial partnerships with clients through regular engagement, developing a deep understanding of their businesses, including their objectives and success criteria for our software and how it fits into their long-term and short-term goals
- Work with clients to ensure they optimise and maximise their use of the system across their business
- Oversee the process for managing all client projects and change requests
- Develop and maintain a good understanding of the Product and our development roadmap in order to be a trusted adviser and advocate
- Be an advocate for our clients' needs within Oneserve, identifying obstacles to delivering their goals
- Own your clients' success - develop, prepare and nurture customers with a goal of making every client a Oneserve advocate
- Identify opportunities for client expansion and partner with Business Development to support expansion across clients' businesses
- Work collaboratively with internal teams to ensure we deliver a first class service for every client
- Maintain clear records of client engagement using Oneserve's CRM system, Salesforce

About You

To succeed in the role of Client Success Executive you need to demonstrate the following skills and competencies:

- An excellent communicator
- Always going above and beyond to exceed client expectations

- A strong team player, skilled at working effectively across cross-functional teams
- Personable demeanour able to build rapport and relationships instantaneously
- Strong organisational skills with a keen attention to detail
- The ability to manage varied and changing priorities
- Willingness and aptitude to learn and maintain knowledge of the Oneserve Product, roadmap and services
- A self-starter with a strong sense of urgency and ownership

About your Experience

- Experience of building and developing client relationships, preferably in a SaaS company or the technology sector
- Experience of working collaboratively with teams

How to Apply

Please email your CV and a covering letter to recruitment@oneserve.co.uk