

Job Advert

Client Success Manager

Office Location: Exeter

Hybrid working environment

Full Time, 39 hours per week over 5 days - Flexible working considered

Salary up to £35,000.00 per annum depending on experience

Benefits

- 25 days holiday + Bank Holidays
- Extra Day off on your birthday because growing older is something to celebrate!
- Opportunity to buy an additional 5 days holiday per annum
- Flexible working promoted and championed
- Private Healthcare and subsidised healthcare for family members
- Death in service life assurance
- Employee Assistance Programme via Health Assured
- Contributory pension scheme
- Cycle to work scheme
- Free access to the onsite gym, pool table and tennis table
- Fresh fruit delivered daily to the office
- An energetic positive team and Company

About the Role

As Client Success Manager you have a passion for great customer service and your quest for continuous improvement will deliver excellent customer satisfaction.

You will get to know our clients and their sectors intimately to ensure we understand their challenges and predict their needs.

You will be in regular discussion with our clients, developing a deep understanding of their business, their challenges and their use of our system; working with them to ensure that they are able to extract the maximum value from our relationship and our product.

You will build deep and meaningful relationships with stakeholders across our clients' businesses to provide advice, promote ideas and new products/functionality, build business cases, highlight best practices, foster engagement and drive efficiency. You won't be alone, you'll have a team from

across the business to support you, however, you will always drive their business forward and always conduct yourself in a highly professional and informative way.

About You

We look for individuals who are creative, passionate, confident, driven and have a happy and positive outlook in their personal and professional lives; you will have a growth mindset and are comfortable with the uncomfortable!

You are a team player and love to collaborate with colleagues across the business to deliver the best customer service possible.

For more on our expected behaviours click on the job description linked below in the document where you will see the person specification.

About Us

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

We work with clients all over the UK in a variety of sectors including housing, telecoms and hospitality. You will join a passionate, knowledgeable team that cares about the experience our customers receive.

How to Apply

If this role excites you and you are confident that you can make a positive difference to our organisation then please email your CV and a covering letter to recruitment@oneserve.co.uk