

JOB DESCRIPTION

Job Title: Client Success Specialist

Reports To: Client Success Team Manager

Location: Brighton & Hybrid Working

Job Purpose:

As a member of the Client Success Team (CST), manage tickets to ensure client satisfaction in the delivering of services and products, achieve NPS (Net Promoter Score) targets and share client feedback to assist with successful client retention and expansion. Supporting Delivery team activities.

The role will be measured on NPS target, timeliness of actioning and closing of tickets, delivering exceptional customer service and proactive escalation of issues and management of resolution.

Role Responsibilities:

- Act as the primary point of contact for all client needs, ensuring their satisfaction with our products and services
- Build and maintain strong, long-lasting relationships with clients through regular communication and engagement
- Develop a deep understanding of each client's business, goals, and objectives, and provide tailored solutions to meet their specific needs.
- Manage client expectations, respond to inquiries, and proactively identify potential issues and risks
- Collaborate with internal teams, including sales, product development, and support, to ensure a seamless customer experience
- Monitor customer satisfaction metrics and take proactive steps to improve customer retention and growth
- Identify opportunities for upselling and cross-selling products and services to existing clients and share with Sales team
- Support Delivery team with environment installations and base configuration
- Deliver pre-prepared product training to clients
- Proactively manage escalations of tickets to Microsoft for resolution
- Ensure all changes to client systems confirm strictly to playbook and Life Cycle Management as well as Cloud9 Contract requirements
- Support onboarding and training of clients in use of our systems as well as our CST processes

Experience Required:

- Bachelor's degree in Business Administration preferred
- Experience in customer success or account management
- Excellent communication skills, both written and verbal
- Strong problem-solving skills and a proactive approach to identifying and resolving issues
- Experience using CRM software and other customer management tools
- Knowledge of the industry and market trends
- Positive, can-do attitude, and a passion for delivering exceptional customer experiences
- Impeccable attention to detail and delivery against high quality standards
- Ability to manage multiple clients simultaneously whilst maintaining high levels of customer service and communication skills
- Ability to work independently and as part of a team
- Self-motivated with a solutions outcome mindset
- Customer focused attitude with an ability to quickly build relationships
- Microsoft certifications passed – PL200 plus one of the following modules MB210/220/230/240