

Customer Success Executive

The Role

We believe our Customer team are great at what they do because they are adaptable and want to deliver the best possible experience for our clients. In this role, we are offering the opportunity to rapidly progress in to either a strategic customer success role or a client onboarding specialist. Both very challenging, data-focused roles and sought after skill sets in the industry.

Role and key responsibilities:

- Support and learn from Heads of Onboarding and Customer success on matters specific to Fospha clients
- Own and project manage client onboarding including ensuring quality for our customers
- Become a go-to expert in Marketing and Fospha products and provide on-going client training on these
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Forecast and track key account metrics, identify and help realise upsell opportunities: grow opportunities within customer base and collaborate with our sales team to ensure growth attainment, and realise upsell opportunities.
- Continually strive to provide the best customer service possible and exceed expectations

Professional Requirements:

- Working knowledge of MS Excel (formulas, pivot tables, macros...) and MS PPT
- Enjoy working with data; pulling reports & data analysis to get the best insights to our customers; experience with data visualisation is a plus
- Capable of producing high quality presentation decks for client meetings, overall owner and responsibility for getting contributors to provided content on time
- Demonstrated interest or experience in Search or Social marketing (internships and contract work count!), marketing experience (google analytics), understanding of performance marketing
- Effective verbal and written communication skills

Personal & Professional Growth

We actively want to grow and support you, we welcome our team's feedback. You can expect to up-skill and take on more responsibilities over time should you choose to:

- Ongoing coaching in best practice to serve you here and beyond
- Opportunities to partake in structured training and leadership development programmes, from our being a part of Blenheim Chalcot

- Extensive opportunities for progression for those who seek it, be it going on to lead and build this new team or getting promotion to a revenue-quota-carrying role
- Enrollment in the Fospha Learning & Development Programme (including structured training modules in writing and communications) following successful probation period.

Benefits

Competitive salary, fully supported work from home policy, pension scheme, work perks scheme, health scheme. We're constantly growing our benefits package.

Personal Requirements

You will be able to demonstrate examples of our core principles:

- **Seek inclusion & diversity:** We create an environment where everyone feels welcome and people are encouraged to speak and be heard
- **Work Hard, Work Well, Work Together:** We take responsibility for making things happen, independently and together; we help colleagues in need and close loops, making sure our work is complete and has lasting impact
- **Grow:** We are proactive, curious and unafraid of failure
- **Customer at the heart:** We care about the customer, feel their pain and love building product that solves their biggest problems
- **Candour with caring:** We deliver candid feedback with kindness and receive it with gratitude

Above all, our people show a willingness to work together and get their hands dirty to deliver product success, which means our clients are successful.

Career Development

- Access to coaching in product development & leadership to serve you here and beyond.
- Opportunities to partake in structured training and leadership development programmes as part of Blenheim Chalcot.
- Extensive opportunities for progression for those who can prove themselves.

Benefits

Competitive salary, pension scheme, collaborative company culture, social events, private healthcare insurance. We're constantly growing our benefits package.

Why Us?

Many problems are difficult to solve, especially at scale. They take the right team and environment. We are a mix of individuals from data scientists and engineers, product people, marketers and entrepreneurs. We have very different personalities. We are united by a set of values, by a passion for solving big problems.

