



Job Description

Job title:	Customer Success Executive
Department:	Customer Success
Line Manager:	Stacey Valentine, Head of Customer Success
Location:	Salford/ Exchange Quays

Voicescape Background

At Voicescape we help our customers connect with the communities they serve. We use data science, behavioural insights, and digital technology to create positive customer engagement in the most efficient and effective way possible.

Our solutions address significant business challenges in the Social Housing, Local Authority and Healthcare sectors. Our solutions allow our customers and their communities to have a much-improved experience.

Our flexible technology is fully Cloud-based and highly configurable. Our solutions integrate machine-learning artificial intelligence with sophisticated web front ends and support hundreds of thousands of individual interactions every week. Our support teams are renowned and praised for providing high quality, expert, and responsive service, with an NPS score of “Excellent”.

We are a focused ambitious business with a clear vision and passion for what we do. We are growing and looking to recruit energetic, creative, and committed team members. Come and join us at this exciting time for the business.

Role purpose:

Voicescape’s Customer Success Team ensure that our customers have a trusted partner at every stage of their journey - from implementation, through to go-live, adoption and support.

The Customer Success Executive is a key role which will provide the right candidate with the opportunity to grow within our business. Each day you will be working with our excellent Customer Success Team learning hands-on how to ensure that Voicescape customers are successful lifelong advocates of our software.

This list is not exhaustive and other duties will be required of the role.

Key outputs:

- Ensure continuous support and build strong connections with customers.



- Work closely with the Customer Success Managers to ensure effective and timely onboarding of all new Voicescape Customers
- Maximise usage and reduce the risk of churn
- Provide general administrative and project support, including inputting information into internal databases, creating and amending Word documents and PowerPoint presentations, circulating meeting actions and notes.
- Opportunity for operational account ownership of Voicescape SMB customers
- Feedback to the product team on pain points for customers or ideas for improvements
- Expansion Sales opportunities identified & passed to Account Management.

Key responsibilities:

Project Management

- Implementation – communicate plans for Implementation project kick offs, sales handovers, continued contact, requirements capture and user training.
- Preparation of Statements of Work (SOWs) and regular Project Status Reports
- Early-life support intensive case management

Customer Interactions & Support

- Ownership of allocated customer operational touchpoints.
- Provide regular contact at an agreed frequency with all customers to build relationship and identify churn risks.

Administration

- Project administration; all administration in line with each implementation; project plan, resources, presentations, etc.
- Creating all training materials, presentations, end user manuals and handy hints guides.
- QBR admin, providing the customer with all required performance information either in advance or following the meeting, or both.
- Compiling success statement/ supporting data for Customers and for internal usage
- Creating new support tickets, production jobs & change requests to the required standard and ensuring customer is kept up to date with progress.
- Updating internal systems including adding records of all customer interactions, meeting notes & customer health scores.
- Participation in regular Account Review meetings with key internal stakeholders



- Using MS Teams & social media including Twitter & LinkedIn to keep Internal Stakeholders, Customers & Prospects updated with Voicescape Activities and sharing good news stories about Customer Success.

Skills and experience:

Essential:

At least 1+ years previous knowledge & experience:

- Customer Service or relevant customer/ public facing role.
- A relevant degree and/or experience.

Desirable:

Prior experience & knowledge of:

- The UK Social Housing sector
- Software as a Service (SAAS) organisations and how they operate.

You will have:

- A cheerful outlook
- An enquiring mind
- Highly-detail oriented with a problem-solving attitude
- Ability to work in an innovative and fast-paced environment whilst delivering to deadlines.
- Excellent interpersonal and communication skills, both verbal and written
- Articulate with a desire to improve customer-facing skills and present to individuals with varying degrees of knowledge.
- Organised with excellent time management skills with an ability to prioritise effectively.
- A passion for providing excellent customer service with the ability to empathise with the customer and relate to their world.

Attributes:

You will be:

- Able to demonstrate self-motivation and initiative.
- Able to project a professional image.
- Able to work effectively under pressure.
- Able to focus on both detail and accuracy.

Approved by:

Date: