

Customer Success Associate

Location: Winnersh, nr. Reading
Job type: Full-time
Job title: Customer Success Associate
Department: Customer Success
Reporting into: Customer Success Team Lead

The Company

Artesian is client relationship intelligence service which is changing the way B2B sales people work. We're in the business of saving sales people valuable-time as well as making them look awesome, feel fully prepared and highly credible.

Artesian is a privately held, profitable company with around 200 large enterprise customers equating to 30,000 subscribers. Our customer satisfaction (CSAT) is 99.1% and retention rates are some of the highest in the industry – something you'll be a vital part of maintaining.

We are a talented team of 40 employees, headquartered in Reading, Berkshire, with an aim to double in size in the next few years. We are now seeking to hire a Customer Success Associate who can help us achieve our growth objectives.

In return we will offer a competitive remuneration and bonus structure, a contributory pension, life insurance and attractive discounted HMRC registered EMI share options. On top of this, we have a world class training and development programme to equip you with skills you will use throughout your career.

Check us out at <http://artesian.co>

Why Artesian?

This role is a unique opportunity to be part of an early stage business that has all the backing to become a world leader. We have an exciting opportunity for a Customer Success Associate, based at our Winnersh (nr. Reading) offices.

This role will give you the chance to make a real difference, offering up new challenges every day. Highly motivated, flexible and organised candidates who enjoy working on a wide variety of tasks will find this position hugely rewarding.

Profile of the role

You will work across two teams, the Customer Success Team and the Pre-sales Team.

The Customer Success Team are responsible for retaining revenue from existing clients and creating new opportunities to earn more revenue by building strong customer relationships and helping drive value from our service. We partner with our customers to understand what success looks like for them.

The Pre-Sales Team are responsible for delivering and building a business case for Artesian. We conduct this through a managed pilot programme where we provide an opportunity to test effectiveness and use case of the Artesian service, live within the client's working environment.

We work closely with the sales team to build and demonstrate the value and the ROI.

The Customer Success Associate engages with our users and the pilot participants (face-to-face or over the phone) to gain feedback on our service, how they are using it, and provide coaching on how to get the best out of it.

Key Responsibilities

- Deliver user coaching face-to-face or by phone to build advocates within our customer and the pilot user base
- Promote our training solutions to assist with increasing the adoption of our service.
- Collect and document evidence on how our service is being used by customers/pilot participants to promote good news and demonstrate ROI throughout the customer lifecycle which will ultimately guarantee renewal or the successful purchase
- Monitor customer satisfaction by observing the Net Promoter Scores and follow up on survey responses with customers to drive increased satisfaction and higher Net Promoter Scores in the future.
- Monitor use of our service within assigned accounts to identify trends, concerns and dormant users.
- Create and implement action plans to correct negative trends within assigned accounts to increase usage and guarantee renewal.
- Partner with Customer Success Managers to deliver the goals contained within the success plans for each customer. This could involve attending account review meetings at customer locations.

About the person

- Fluent in English
- Exceptional verbal communication skills, especially over the phone
- A positive, polite and friendly disposition
- 1-2 years' experience in a customer service, account management, or sales-oriented role
- Ability to navigate large complex organisations
- Impeccable attention to detail and organisational skills

Beneficial, but not Essential

- Experience using Salesforce or other CRM system
- Experience in a SaaS enterprise software environment
- Exposure to MEDDIC sales methodology
- Some experience working with Net Promoter Score (NPS)