



# CLIENT SUCCESS EXECUTIVE

## MAIN PURPOSE OF THE JOB:

Your role is to ensure that client satisfaction is placed at the heart of every touch point our customers have with the JGP brand. You'll be involved in the onboarding of new customers, the delivery of new products to existing customers, and supporting the on-going customer experience for our key accounts – which will include monitoring high-level support tickets through our HubSpot Platform.

Working as part of the marketing team and collaborating across the business you will take a proactive approach to ensure client recognise the maximum value of the JGP brand and product offer.

## MAIN TASKS OF THE JOB:

### CLIENT SUCCESS

- Serve as the primary contact for assigned client accounts, proactively enhancing client experience to increase client retention, satisfaction, and account growth
- Administrate account renewals for key clients
- Develop expertise in the JGP ATS (Applicant Tracking System)
- Take the lead in onboarding of new clients with the software platform, helping to ensure the critical early phase of the customer journey is delivered to the highest standard
- Collaborate with internal technical resources to empower and train customers to use JGP platform as efficiently as possible



- Engage with customer stakeholders to understand their business and technical goals for using JGP, building credible relationships throughout the customer organization, from senior staff to end users.
- Define relevant KPIs metrics to benchmark and monitor customer satisfaction improvement
- Analyse customer behaviour patterns, just relevant reporting tool to discover and act upon insights that proactively improve retention, prevent failure, and reinforce the success of our customers

## S U P P O R T   &   D E V E L O P M E N T

- Collate and analyse feedback from customer base to feed into product development roadmap
- Based on data and feedback work with marketing and support to continuously improve training guides and help centre content
- Supporting in the UAT testing of new development, with a focus on ensure customer experience is reflected inf final product
- Providing cover and additional resource to cover when necessary

## S K I L L S   A N D   E X P E R I E N C E :

### E S S E N T I A L

- Excellent communication skills, both written and verbal
- Experience within a client-facing role, ideally in a customer success or support role within a SaaS or software company
- Confident managing client expectations

### D E S I R E D

- Experience with the CRM system HubSpot



- Using project management software (previous experience with Asana would be advantageous but not essential)
- Experience with an Applicant Tracking Software or similar system
- Experience working within the public sector

The job description is not intended to be an exhaustive list of your responsibilities. We reserve the right to require you to undertake such other tasks or duties, as may be appropriate to your status, experience and capability. We reserve the right to transfer an employee from one job to another and from one department to another, subject to capability, in order to benefit the efficient operation of the business.