

**JOB DESCRIPTION**

**Job Title: Client Success Specialist**

**Reports To: Client Success Team Manager**

**Location: Brighton & Hybrid Working**

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At Cloud 9 Insight, our Client Success Team (CST) serves as the foundation for our career progression program, offering the opportunity to potentially earn £50k within 3 years through dedicated continuous learning and professional development within the role. This position serves as an ideal entry point for people interested in pursuing a career in the technology industry, especially for those with a passion for technology.

As a valued member of the Client Success Team (CST), you will play a vital role in ensuring client satisfaction by managing tickets and delivering exceptional services and products. Your primary objectives will include achieving NPS (Net Promoter Score) targets, actively sharing client feedback to facilitate successful client retention and expansion and providing support for Delivery team activities.

Your success in this role will be measured by your ability to meet NPS targets, promptly handle and close tickets, deliver outstanding customer service, and proactively address issues to ensure timely resolution. Join our team and embark on a rewarding journey of professional growth and achievement within the dynamic and innovative technology industry.

**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

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**Experience Required:**

* Excellent communication skills, both written and verbal
* Strong problem-solving skills and a proactive approach to identifying and resolving issues
* 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

**Experience We Appreciate:**

* Bachelor’s degree in Business Administration preferred
* Experience in customer success or account management
* Experience using CRM software and other customer management tools
* Knowledge of the industry and market trends
* Microsoft certifications passed – PL200 plus one of the following modules MB210/220/230/240

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