

## Customer Advocate

<b>Location:</b>	Office based: Winnersh (UK)
<b>Job type:</b>	Full-time
<b>Job title:</b>	Customer Advocate
<b>Department:</b>	Support Services
<b>Reporting into:</b>	Director of Services

### The Company

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

We help our users find, engage and retain customers.

Artesian is a privately held, profitable software company with a talented team of c44 employees, headquartered in Winnersh, Berkshire. We have around 200 large enterprise customers, a customer satisfaction (CSAT) score of 99.1% and net positive retention rates. Artesian have strong financial backing from Octopus Ventures and Columbia Lake Partners and a seasoned team of Founders who have built numerous start-up's successfully in the past.

If you enjoy the thrill and challenge of fast, evolving business; being agile and creative in your approaches; and learning from your colleagues every day, then read on.

### Department

Artesian prides itself on our outstanding Customer Support. The Support Services team help our customers achieve success, working pro-actively and reactively to offer support and put the Customer at the forefront of everything we do.

### Profile of the role

As a Customer Advocate you will become an expert on the Artesian offering and provide first line support to our customers and colleagues. Our Customers expect business relevant news and social media articles, so you will be a media savvy individual who can pinpoint search hazards and creatively find ways to find the most relevant news for our customers.

**Essential duties and responsibilities** include the following:

## Customer Advocate

- Combine research ability and English language skills to produce effective search terms able to locate content that matters, sourced from all forms of online media, ranging from local newspapers to social media sites, in order to return accurate and relevant news for our customers
- Attend to Support requests from customers reporting issues, communicating mostly by email, live chat and phone in order to provide a quick and effective response to our customers, helping to drive usage and retention
- Support colleagues in getting the most out of Artesian in order to assist in demonstrating its abilities to customers and prospects
- Adhere to Artesian Customer SLAs to meet our contractual commitments and helping to drive usage and retention
- Escalate product issues and potential bugs in order to highlight them to the team, assist in their resolution and communicate progress to the customer as swiftly as possible.
- Liaise closely with colleagues to learn best practise and maintain consistency in our relationships with our customers

The above statements are a snapshot of the role and are not intended to be an exhaustive list of all duties and responsibilities required.

### **Technical Skills and Qualifications:**

Minimum requirements:

- Strong English language skills
- Experience of using search engines (ideally using advanced searches)
- Experience of using social media
- Excellent written and verbal communication skills (you will be communicating with our customers)
- Self-starting and able to manage your own time effectively
- Ability to work as part of a team to creatively solve problems
- Fluency in German, French or Spanish advantageous

### **Key Deliverables:**

- Answer support queries in line with Artesian KPIs and meeting agreed objectives
- Review company search terms (Enrichment), in reactive support or pre-emptively, to a high standard, returning relevant news articles where available
- Become proficient in each Customer Advocate Core Skill

### **Experience:**

- Degree educated or equivalent work experience