

Job Specification – Customer Success Associate

Job Title: Customer Success Associate

Direct report to: Customer Success Manager

Location: Winnersh/Homeworking (post-lockdown you will be required to come into the office on a regular basis)

The Artesian Company

Artesian is the driving force behind ambitious organisations who want to accelerate revenue growth, transform frontline effectiveness, mitigate risks, capitalise on opportunity and keep pace with the latest innovation.

Our core focus is to combine leading data science with the world's best business information to transform frontline effectiveness. Our unique niche is to provide a service that allows frontline teams to engage with customers and middle office teams.

With around 300 customers including the UK leading banking, financial services and Insurance customers, Artesian is reaching scale with positive EBITDA, strong recurring revenue and awesome customer retention. Our customers genuinely love our service.

We have traditionally been known for our Client Relationship Intelligence capabilities in the sales engagement space but following substantial investment in research and development over the last 3 years, which has already seen the launch of advanced functionality for banks and insurers to conduct early credit and risk screening checks, Artesian is evolving further into a fully integrated Platform.

The next generation of the Artesian technology encompasses key capabilities which ensure platform users can use data science to target the right customer, at the right time, with an eye on upside and downside risk, delivering the best customer experience in the process.

Artesian have strong financial backing from Octopus Ventures with a seasoned team of Founders who have successfully built and exited multiple start-up's in the past. Our Angel investors include Dr Steve Garnett (ex. EMEA Chairman of SFDC) and Stephen Kelly (ex. CEO of SAGE)

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

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Artesian Core Values

We are a close-knit bunch at Artesian and when we hire new team members it is pretty important that you fit right in. That's why we take our Core Values pretty seriously – does this describe you?

Be straightforward (Agreeableness)

- Confident, not arrogant
- Trusting, not gullible
- Helpful, not overbearing or micro-managing

Be accountable (Conscientiousness)

- Be prepared, know your stuff
- Do what you say you're going to do, fully
- Sweat the detail
- Take responsibility for development (of everything including yourself)

Develop a Growth Mindset (Openness)

- Be open to new ways and skills
- Embrace change and innovation for the better
- Think big, start small, learn fast

Be Driven (Resourceful)

- Be intelligently assertive
- Decisiveness, not hastiness
- Independently enthusiastic

Profile of the role

You will work primarily as part of the Customer Success Team, with occasional responsibilities supporting the Pre-sales Team, as the business need arises.

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 (predominately over the telephone) to gain feedback on our service, how they are using it, and provide coaching on how to get the best out of it.

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Key Responsibilities

- Collect and record evidence on how our service is being used by customers/pilot participants. The feedback and success stories gathered are used to demonstrate ROI throughout the customer lifecycle and ultimately support the renewal or a successful purchase.
- Create PowerPoint slides with success stories for our larger customers.
- Deliver user coaching to increase engagement and build advocates within our customer and the pilot user base.
- Promote our training solutions to assist with increasing the adoption of our service.
- Follow up on Net Promoter Score responses from customers to drive increased satisfaction and higher NPS results in the future.
- Partner with Customer Success Managers to deliver the goals contained within the success plans for each customer. This could occasionally involve attending account meetings at customer locations.

Required Attributes

- A professional attitude with openness to feedback and coaching
- Exceptional verbal communication skills, especially over the telephone
- A positive, polite and friendly disposition
- Ability to learn quickly and adapt to changing business needs
- Understanding of customer service, account management or sales roles
- Ability to navigate large complex organisations
- Excellent attention to detail and organisational skills, with the ability to prioritise tasks and manage time effectively
- Fluent in English

Beneficial, but not Essential

- Customer-facing experience
- A basic understanding of Salesforce or other CRM systems
- An understanding of software-as-a-service (SaaS) enterprises
- A basic understanding of Net Promoter Score (NPS)

How to Apply

If this role sounds like you, please send your CV to people@artesian.co