

Customer Success Representative

Reporting to: Customer Success Director

Sova is a leading provider of talent assessment software, dedicated to delivering exceptional value and service to our customers. We pride ourselves on our customer-centric approach and are looking for a motivated and empathetic Customer Success Representative to join our team.

The Customer Success Representative is an entry level role into the Customer Success Team. It involves being a supportive partner for our customers focused on building loyalty to ensure long-term retention by presenting product information with our lower tier clients, addressing issues and helping the sales team with upsells and renewals. They are the primary contact for Clients throughout the lifespan of the account.

Job brief

Reporting into the Customer Success Director, the Customer Success Representative provides ongoing support to our clients, ensure the platform delivers value to them, and builds a long-standing positive relationships with the client and users.

The Customer Success Representative should be able to contribute to building relationships, support the success of new implementations to increase the business' revenue potential and minimise churn rates.

Responsibilities include supporting customers as they transition from sales prospects, building close relationships that last a client lifetime, acting as both a Sova expert and their trusted partner, identifying opportunities to expand and managing the renewal process.

Ultimately, you will work directly with Clients to help solve their problems and ensure their satisfaction while they are an active account with us. You will also work closely with other employees to ensure customer questions and concerns are addressed in a timely manner.

Responsibilities include:

Manage Revenue

- Achieve client retention goals (subscription renewals) of 110% net revenue retention.
- Minimise churn and contraction on subscriptions through taking proactive steps/action plans.
- Manage the renewal contracting and invoicing process. Ensure renewals are signed before a contract expires, ideally 1 month prior.
- Accurately forecast your churn, expansion and contraction in sf.com and ensure it is updated on a weekly basis.
- Look for Upsell opportunities for the Sales team.
- Sell professional services to drive more company revenue.

Drive Platform Adoption

- Assist customers with adoption and navigating the Sova platform.
- Promote the value of the Sova product.
- Assist in creating training and educational materials.
- Understand the Sova platform and capability and be technically savvy on the platform.
- Understand the unique client use-cases to an in-depth degree to best serve the client.
- Holding product demonstrations for customers including keeping them up to date on Sova's roadmap.
- Onboard and enable new clients to successfully embed Sova's solutions.
- Work closely with Customer Support, Product and Engineering to bring the best solutions and resolutions to clients.
- Proactively reach out to customers to offer assistance and ensure they are making the most of our products/services.

Deliver Customer Value

- Promote value through an excellent customer success experience, building strong relationships with clients to ensure high retention.
- Review and work to resolve any customer complaints and concerns and seek to improve the customer experience.
- Organising and running quarterly QBR's with clients.
- Ensuring clients are happy with our platform and it delivers the best possible value for them.
- Analysing customer data to improve customer experience.
- Delivering training to customers to ensure platform adoption is high.
- Resolving issues for clients through working closely with Customer Support.
- Operate as the Client's expert and trusted advisor.
- You may also be expected to perform various additional tasks as necessitated to suit the needs of the business.
- Be the voice for the customer in driving platform feedback into Product and Engineering.

Requirements and skills

- Proven work experience as an Account Executive, Customer Success or similar junior role.
- A strong desire to learn and grow in this entry level role.
- A can-do attitude to support clients for positive outcomes.
- Exceptional ability to communicate and foster positive business relationships.
- A keenness to learn new technology.
- Accountability and personal organisation are essential - Effectively plan time to allow for internal and external commitments.
- Able to handle a fast-paced environment and manage multiple tasks simultaneously.