

# JOB DESCRIPTION

<b>JOB TITLE:</b>	Customer Success Executive
<b>DEPARTMENT:</b>	Customer Success
<b>LOCATION:</b>	London, NYC or LA
<b>REPORTS TO:</b>	Customer Success Team Leader
<b>RESPONSIBLE FOR:</b>	No direct reports

essensys is the leading global provider of a mission-critical software-as-a-service ("SaaS") and on-demand digital infrastructure platform to the high growth flexible workspace and commercial real estate industry. essensys' technology was specifically designed and developed to help solve the complex operational and technological challenges faced by multi-site flexible workspace and agile real estate providers when they scale-up and focus on occupier in building experiences.

## JOB PURPOSE

The Customer Success Executive is responsible for helping our customers gain maximum value from our software in every aspect of their day to day operations. This role requires technical leadership coupled with a thorough understanding of the flexible workspace industry, thus ensuring overall user adoption and satisfaction. The successful candidate must be logical and methodical in their approach to the customer success mission.

## MAIN DUTIES AND RESPONSIBILITIES:

- Working closely with the head of customer success your duties will consist mainly of (but not entirely):
- Financial accounting software experience, such as Sage, Quickbooks, Yardi First point of contact for customers, typically through Intercom chat platform, Salesforce cases, or incoming calls.
- Understand the client's needs and resolve their requirement efficiently and politely while providing customer education articles to encourage use of digital knowledgebase
- Troubleshooting any potential reported bugs and providing necessary steps to recreate to the technical team (engineers/development)
- Informing the CSM / Account Management team of any new issues identified on their accounts

## SKILLS & EXPERIENCE

- Excellent customer interaction skills both verbal and written
- Enjoys being part of a multi-functional team, and able to work across design, support, development, delivery, and all parts of the business.
- Process driven and very organized. Able to structure your day with minimal interaction from supervisors
- Goes the "extra mile" to deliver timely solutions, always keeping the customer updated.
- Quick learner with aptitude and desire to learn new technologies
- SaaS platform support and customer experience acumen.
- Writing and updating knowledge-base articles as gaps are discovered.
- Some experience with network and hosted voice technology
- Experience working within or as a partner to flexible workspace operators.
- CRM, billing, and support platform experience, such as Salesforce.com, Zendesk

## DESIRABLE BUT NOT ESSENTIAL

- Salesforce
- Intercom.IO
- Asknicely
- Jira
- Any financial accounting software

## APTITUDE AND PERSONAL QUALITIES:

- Team Player
- Good attention to detail
- Great communicator

Date Approved: July 2021