

JOB DESCRIPTION

JOB TITLE: Customer Success Associate
DEPARTMENT: Customer Success
LOCATION: Singapore or Hong Kong

essensys is one of the fastest growing global proptech firms moving rapidly into our next stage of hypergrowth. Established in London in 2006, essensys was created to solve the complex operational, everyday challenges for flexible workspaces, the largest growing segment in the commercial office market.

We believe the office environment of the past is no longer - the staid, the unresponsive and the impersonal - will be replaced with space-as-a-service and tech-oriented environment that has already attracted the world's largest enterprise users. Today, flex workspace accounts for less than 2% of the office space market and current growth estimates that will reach 30% by 2030. Traditional landlords need to adapt and have already started doing so, especially in light of COVID. The opportunity is massive.

In 2019, essensys became a publicly traded company on the London Stock Exchange and currently has regional headquarters in London, New York City, and Hong Kong. We have customers across 16 countries.

WHAT WE DO

We have built the only private cloud network to service the flexible workspace and commercial real estate industry which underpins our SaaS platforms. We simplify the day-to-day management of office buildings and the provisioning of secure wifi, internet and digital infrastructure services to tenants. Our platforms automate key tasks and processes and help flexible workspace providers deliver highly efficient, customer-centric workspace solutions. Our partners include some of the largest landlords and flex operators in the world, as we deliver an end-to-end, scalable solution by leveraging our 15 years of experience and our 100+ team of award-winning developers and engineers.

ABOUT THE ROLE

The Customer Success Associate is responsible for helping our customers gain maximum value from our software in every aspect of their day-to-day operations. The 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

The Customer Success Associate will be working closely with the Head of Inbound, and duties will consist mainly of (but not entirely):

- Acting as the first point of contact for customers, typically through intercom chat platform, Salesforce cases or incoming calls.
- Understanding the client's needs and resolving their requirements 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 Engineering and Development teams.
- Informing the CSM / Account Management team of any new issues identified on their accounts.
- Helping to improve the overall processes and quality of support.
- Be involved with training and upskilling the team on our product.

KNOWLEDGE AND EXPERIENCE

- Enjoys being part of a multi-functional team, and able to work across design, support, development, delivery and all parts of the business.
- Self-motivated, and ability to work independently and structure your day with minimum supervision and interaction with supervisors.
- Goes the 'extra mile' to deliver timely solutions, and always keeping the customer updated.
- SaaS platform support and customer experience acumen.
- Able to write and update knowledge-based articles as gaps are discovered.
- Some experience with network and hosted voice technology.
- Comfortable with using financial accounting software, such as Sage, Quickbooks, and Yardi.
- Commercial real estate, smart buildings or flexible workspace industry experience is desirable but not required.
- CRM, billing, and support platform experience, such as Salesforce, Zendesk, Jira and Asknicely
- Excellent written and spoken English, additional language is a plus.
- Solid organisational skills, including multitasking and time-management.

APTITUDE AND PERSONAL QUALITIES

- Excellent customer interaction skills both verbal and written.
- Process driven and very organised.
- Quick learning with aptitude and desire to learn new technologies.
- Interest in Real Estate, Proptech and SaaS.
- Strong communication skills and a team player.
- Commercial mindset with creative problem-solving skills.