

CASCAID - Customer Solutions & Success Executive

Full time, permanent

Location: East Midlands (with flexibility for the right candidate)

Who are you?

You are passionate about helping others, digging deep, and finding creative solutions. In your hands, no problem goes unsolved. As a naturally empathetic communicator, you take pride in managing the client experience through thoughtful and personal interactions that are spirited, genuine, and helpful. You strive to learn more about the products you support through personal exploration, working with peers, and speaking to clients directly. Your thirst for knowledge doesn't stop at the product, however! Your inquisitive nature makes you eager to understand the technology and applications behind our products, so that you can find the best solutions for our clients.

In this varied role, you will work closely with the sales, success and marketing teams to collaborate and bring our service goals to life. We are looking for someone who thrives in a diverse role and is a dedicated and true team player. You will build company-wide knowledge so you can find solutions and deliver value to our clients with each interaction.

This role comes with huge career growth opportunities for the right candidate.

Sound exciting to you? Read on!

What you'll do...

Client Solutions

- Provide an exceptional client experience through high quality service and phone and email communication
- Use creative solutions to gather information that helps identify, understand, troubleshoot, and resolve client issues
- Evaluate and prioritise client questions and enquiries and triage appropriately
- Identify technical issues and collaborate with internal teams on a resolution
- Maintain a resolution time that meets or exceeds performance standards
- Become an expert in all products and features offered to our clients
- Accurately and thoroughly document all client interactions in the CRM
- Build sustainable, trustworthy relationships with clients through positive and personal interactions

- Proactively seek out ways to improve the customer experience and seek to take charge of operational processes

Client Success

- Work closely with the customer success managers to help the team meet renewal targets
- Utilise technology platforms such as Salesforce and Outreach to inform clients about their upcoming renewals and ensure their service goes uninterrupted
- Help clients become self-sufficient by walking them through solutions and guiding them to appropriate resources
- Share insights, experiences, and lessons learned with the wider team

What we're looking for...

- 2+ years of customer service or account management experience; preferably in a client-facing environment, communicating using email and phone
- Exceptional written and verbal communication skills
- Technical proficiency with CRM tools (Salesforce.com, Outreach etc.)
- Experience in troubleshooting and creative problem solving
- Experience working in SaaS or education technology industry (preferable)
- Strong organisational skills with the ability to multitask and prioritise
- A technical aptitude combined with amazing people skills
- Qualifications equivalent to level 3 or above (A levels/BTEC/Level 3 Apprenticeship)

We're CASCAID - Join us!

We are CASCAID, a leading developer of future readiness programs for schools and colleges in the UK. We're part of Xello, the leading provider in North America. Our mission is to help anyone, anywhere in the world, create a successful future through self-knowledge, exploration, and planning.

We believe that by bringing our best selves to our work and collaborating with each other, we can change the world. We are a talented group of people who work hard, laugh often, and like to share in each other's lives. We are an inclusive, equal opportunity employer.

Embracing agile practices, cultivating an innovative mindset, and keeping our users at the heart of what we do are a few of our core values.

We also offer:

- Flexible work arrangements that include work from home
- A commitment to continuous learning and growth for our people through internal/external training and mentoring
- 28 days annual leave (inc. 3 days at Christmas) + bank holidays. With additional annual leave days added to reward long service
- A generous company pension scheme
- Monthly social activities
- Opportunities to work with leading technologies

Like what you hear? Apply now! Send a covering letter and your CV to ebujok@cascaid.co.uk by the 11th December.