



Customer Success Specialist

The Customer Success Team is built up of creative and passionate individuals, who make up a dynamic, industry-leading team that is laser-focused on developing and delivering memorable customer experiences. Team members need to understand all matters specific to our customers and collaborate cross-functionally to ensure their success in adopting our platforms. This is an exciting team that works closely with senior leaders, by providing guidance to executives, program, and technical teams, as well as acting as the voice of the customer.

We are looking for a passionate Customer Success Specialist to provide a seamless and personal onboarding and launch experience for new customers, as well as making efforts to extend the relationship with existing customers while streamlining processes and maintaining a successful model.

Responsibilities

- Act as subject matter expert for all Screening Eagle product, including developing documentation related to customer training and user guides.
- Develop expertise in all products and solutions that Screening Eagle provides and be able to train and clearly explain the benefits and functionality of each solution.
- Help customers find creative uses and implementations for their suite of services to their needs.
- Maintain accurate records and provide pertinent reporting about customers.
- Host training sessions and maintain existing and create new training materials for new customers.
- Demonstrate sound judgment and initiative to satisfy and serve customers and stakeholders.
- Provide superior customer support via email and telephone.
- For existing customers, provide re-training (as needed) and first level support for product and technology issues.
- Collaborate with the Customer Success Manager on outreach strategy to increase customer engagement, drive donation volume, and maintain high levels of customer retention.
- Work with internal team to gather insight about customer behaviour and product feedback to fuel customer success and Network for Good's growth.

Requirements

- Bachelor Degree or equivalent work experience.
- Approximately 2-5 years of experience in implementations as customer success.
- Creative problem-solver that can envision and articulate solutions to complex customer problems and issues.
- Consistently demonstrates the ability to express both oral and written thoughts and ideas clearly and concisely. High level of English.
- Entrepreneurial approach that builds and nurtures strong and lasting relationships both internally and externally.
- Excellent ability to multi-task; must have a high-level attention to detail and accuracy.



- Consistently demonstrates a strong drive for efficiency, resolving problems and getting the work done in a timely, quality-focused manner.
- Must work well across multiple teams: sales, product, technology, marketing, and customer support.

About the #EagleTeam

Screening Eagle Technologies | Proceq | Dreamlab

We are on a mission to protect the built world with software, sensors and data. We hire talented problem-solvers with bold ambition who share our passion for inspection technology to sustain mission-critical assets and infrastructure for future generations. Our culture is creative, innovative and inclusive. We are a fast-paced, product-driven, growth company headquartered in Switzerland with our Singapore technology hub and a global mindset looking to lead a digital revolution in inspection. Want to join the #EagleTeam?

Send your application to hr-dle@screeningeagle.com