

Job Title: Customer Success Coordinator
Location: London or Wallingford
Business Area: Customer Success



About GTI:

We aim to help students realise their potential in the world of work through technology, content and tools. That's not an easy thing.

We believe in understanding students and partnering with employers, universities, schools and other technology providers.

It's about students finding the right role and employers finding the most suitable candidates. But its more than that – it's about helping young people discover options, develop and build confidence.

Mission

To delight our customers by exceeding attraction expectations, providing exceptional customer service and demonstrating in depth knowledge of our audience and platform to secure yearly subscription renewals and upgrades.

Key metrics

- NPS
- Applications
- Renewals

Outcomes

- 1. Deliver outstanding customer service to secure high NPS scores.**
 - a. You will deliver timely and accurate administration of subscriptions including the distribution of organisation profiles and roles across the network and collection of print collateral.
 - b. Your communication will be always professional, timely, informative and charismatic.
 - c. You will liaise with customers to ensure we have all the required assets we need to deliver their success plan. This includes content for our print publications.
 - d. You will screen employer content to ensure it meet platform specifications. As well as spelling and grammar, you will assess how informative and motivating it is to candidates.
 - e. You will produce and deliver regular performance reports.
- 2. Meet employer brand and attraction goals to secure yearly renewals.**
 - a. You will have differing responsibilities across three groups of clients. By working across all groups you will gain essential skills to support your progression within the team

- i. You will support our Customer Success Managers with their highest value clients providing administration and input into the client success plan.
 - ii. Take responsibility of some high priority clients giving them extra support with their subscription.
 - iii. Administer a high number of small and short subscription clients through our customer portal.
- 3. Support efficient and collaborative internal ways of working and processes.**
 - a. You will be active within our customer CRM ensuring all contact details and conversations are kept up to date.
 - b. You will input into our daily customer success scrums and process improvement sprints.

Person Specification:

- You will be a team player, committed to and motivated by the success of the team. You will be willing to go the extra mile when needed.
- You will have an eye for detail.
- A confident and professional manner with excellent written, phone and conversational skills.
- You will have a positive, can do attitude.
- You will be committed to your own self development, taking time to understand our industry, our products and our customers.
- You will be a problem solver, using your own initiative as well as reaching out and learning from others.
- You are agile, attentive and able to manage your own time and workload effectively
- You will own your work, taking personal responsibility to exceed expectations, admit and learn from mistakes and celebrate successes

Work Experience, Knowledge & Skills:

- 1 year's recent administration experience with regular direct contact with customers
- HTML experience
- Computer literate – MS Office, CRM systems, Google admanager
- Basic knowledge of student and graduate recruitment processes
- Proactive, adaptable and a quick learner
- A confident and professional manner with excellent written, phone and conversational skills
- Focused, conscientious, efficient with excellent time management skills
- Collaborate with peers and other people inside and outside the business

Other Information

- Permanent role – 37.5 hours per week between Monday to Friday 9.00 – 5.30pm
- 3-month probationary period

- Benefits package: 5% Contributory Pension, initial 25 day's holiday, enhanced maternity/paternity policies, life assurance scheme

Please send your CV and covering letter to Chloe Burgess, chloe.burgess@groupgti.com