

# Customer Success Specialist

Smartgroup • All Sydney NSW



Not provided



Work type  
Full time



Contract type  
Permanent

## Job details



Date posted  
**11 May 2022**



Expired On  
**11 Jul 2022**



Category  
**Sales**



Occupation  
**Account Manager**



Base pay  
**Not provided**



Contract type  
**Permanent**



Work type  
**Full time**



Job mode  
**Standard business hours**

Career level  
**JUNIOR (SOME EXPERIENCE)**



**EXPERIENCED NON-MANAGER**



Industry  
**FINANCIAL SERVICES**



Sector  
**PRIVATE BUSINESS**



Work Authorisation  
**AUSTRALIAN CITIZEN / PERMANENT RESIDENT**



Company size  
**201 to 1000**

## Licenses & certifications

DRIVING

## Perks

PAID PARENTAL LEAVE

SALARY PACKAGING

PERKS

## Skills

SALES

PRESENTATION SKILLS

CUSTOMER BEHAVIOR

CUSTOMER ENGAGEMENT

CUSTOMER RELATIONS

FLEET MANAGEMENT

SALES TEAM

SCHEDULE+

WRITTEN AND VERBAL

## Full job description

### Why Smartgroup (...it's this and so much more!)

We are recognised as Australia's leading and most trusted provider of Employee Management Services. We are realising our passion in making the benefits of salary packaging, novated leasing and fleet management readily

available to employers and their employees. We work across a diverse group of not for profit, corporate and government sectors, and we are proud to support each one of them.

We are passionate about, and invest in, people – our customers and our team members alike. Our culture thrives on mutual respect, teamwork, and diversity of thought. We proudly live and breathe our values of Accountability, Care and Team.

### **What's the role (...and can you see yourself in the driver's seat?!)**

As a Customer Education Specialist, you will play an integral part within the customer facing education/sales team, and you will work closely with our client contract/engagement team to drive growth from existing clients.

You will be responsible for executing an effective, integrated customer education program to ensure business growth with uptake via face to face and digital channels. Key Responsibilities include:

- Building strong relationships with client contacts to enable maximum exposure to employees
- Delivering organic growth by increasing participation in the clients' salary packaging program and the number of products and services per client
- Presenting product education sessions to small-medium sized groups
- Conducting 1:1 consultation with customers in person
- Supporting the implementation and onboarding of new clients and their employees
- Managing and resolving key customer issues as well as championing continuous improvements in the client and customer journeys, services products and controls
- Proactively and effectively developing and managing activity schedule

### **Who we need (...let us know why you think it's you!)**

- Someone who understands 'customer', is a big picture thinker, collaborates, adapts, self leads and role models in how they stay accountable and deliver results
- Experience working in a face-to-face customer education, sales, or client services role
- Excellent interpersonal and presentation skills
- Able to work autonomously
- Good written and verbal communication skills
- Holding a driving license and having access to a car essential

**In return, we invest in you (...don't worry, we won't disappoint!)**

Here are just some of the benefits that come with being a Smartgrouper:

- Actionable and agreed individual development plans for every team member, with ongoing learning and development opportunities
- A wellbeing fund, free massages and coffee carts in our offices every month
- A progressive, gender-neutral parental leave policy: up to 20 weeks Paid Parental Leave, superannuation contributions and a Return-to-Work Bonus
- Extra leave like Birthday Leave, Community Leave, Summer Leave and more based on your eligibility
- An exceptional Referral and Reward Program
- Discounted rates with Health Insurance providers and annual Flu Shots
- Personal equity, salary packaging and novated leasing benefits (but of course!)

### **What's next?**

If you like the sound of this opportunity and have something special to offer in return, we'd like to hear about it! APPLY ONLINE today. A member of the Talent Acquisition team will be in touch to discuss next steps.

**We're committed to Equality, Diversity and Inclusivity. We welcome all people to join our team, including Aboriginal and Torres Strait Islander peoples, people with a disability, all gender identities, LGBTQIA+, people of any socioeconomic status, age, race, national origin or ethnicity. We are proud to hold diversity and inclusion accreditations, including: WGEA Employer of Choice for Gender Equality 2019-21; DCA Inclusive Employer 2021-2022; and member of Reconciliation Australia's RAP network with accreditation for Smartgroup's Reflect Reconciliation Action Plan.**

**If you require any adjustment to the recruitment process, please reach out to the Talent Team at [recruitment@smartgroup.com.au](mailto:recruitment@smartgroup.com.au)**

Please note: All successful candidates will be required to complete background checks which will include a police clearance prior to confirmation of employment. Candidates must have unlimited Australian work rights to be considered for this role.