

Customer Success Specialist

Smartgroup • All Melbourne VIC



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

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

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.