

Customer Success Manager - Inspiretek (Brisbane, Australia or Remote)

In this role, you will play a pivotal part evolving and implementing CS processes and strategies as well as building key relationships with our customers, ensuring they derive maximum value from our products.

Who We Are:

At Inspiretek, we are committed to changing the way individual and organisational wellbeing is approached across different industries. We operate in sports, health, schools and corporate sectors, collaborating with a variety of organisations to bring our data-driven technology solutions to life.

What You'll Be Doing:

- Onboard new customers, providing comprehensive introductions to our platform.
- Conduct personalised training sessions to help customers unlock the full potential of our offerings.
- Manage a portfolio of customer accounts, across sports, government, schools, corporate and health, ensuring they receive tailored and thorough support and guidance.
- Collaborate closely with internal teams to address customer inquiries and resolve issues promptly.
- Lead QBRs, leveraging your strategic expertise to improve the customer experience while identifying opportunities for upselling and retention.
- Develop and improve processes and strategies to optimise customer usage and drive engagement with our products.
- Attend industry events and customer meetings to foster relationships and identify growth opportunities.

What We're Looking For:

- A minimum of 3 years' experience in a Customer Success Manager role within the tech industry, preferably in SaaS or software-based environments.
- Experience in working across diverse customer portfolios from Enterprise customers to low and tech touch customers.
- Proven track record of driving revenue growth through exceptional customer service.
- Strong business knowledge and the ability to think strategically.
- Excellent communication skills, both verbal and written.
- A passion for learning and a proactive mindset.
- Demonstrates autonomy, constantly exploring avenues to introduce new or refined strategies.
- Possesses strong interpersonal skills and a genuine passion for creating strong customer connections.
- A willingness to engage in collaborative efforts and provide assistance across various facets of the business as needed.

What We Offer:

- Wellbeing day
- Flexible remote life-work balance
- Small team, hands-on experience
- Multi-disciplinary work
- Network industry events

Salary range depending on experience AUS \$75-85K

If you are enthusiastic about building incredible customer relationships and ready for an exciting career opportunity, we look forward to hearing from you.

Please send your applications to: ruben@inspiretek.io

