



Job Title

Customer Success Manager

Location

Pyrmont, Sydney

About 3radical

3radical is a software company that provides solutions to enable organisations to better engage with their consumer and employee audiences. These solutions deliver engagement experiences that are so compelling and immersive that audiences cannot help themselves but to respond, connect and seek further participation. This results in ongoing 2-way conversations that audiences love. Conversations that build stronger emotional connections, enhance loyalty and contribute to an increased commercial performance.

These solutions are powered by Voco, 3radical's award winning platform. Voco has a set of built-in best practice mechanics that enable business users to create interactive journeys that can deliver contextually relevant, highly rewarding experiences, in the moment, via digital channels such as web, email, mobile app, social and chat. The results are exceptional, with leading brands like NAB, National Pharmacies, Western Sydney University and global clients Zizzi, DBS Bank, Dell, along with many more all benefiting from this transformational approach to audience engagement.

3radical sells its solutions globally through offices in the UK, US, Singapore and Australia.

Australia is currently the fastest growing region globally for 3radical. Reporting to the Regional Director, you will be joining a small, hard working, tenacious and driven team of professionals whom are working towards building this young company into it's brightest future.

Learn more at www.3radical.com

The Role

To ensure that 3radical brand clients, partners and their clients, achieve success and are highly satisfied with the results they achieve using the 3radical Voco software platform.

The Customer Success Manager will support the 3radical team, our clients and their audiences in the use of our ground-breaking Voco platform and the experiences it powers.

You will play a key role in helping our clients achieve exceptional results and ensuring their audiences have a compelling and exciting user experience.

The role will include you providing an essential front-line service to clients and their audiences through the provision of an efficient and effective support and operational service.

As a key member of our delivery team, as well as supporting clients in their own use of Voco, you will play a central role in configuring and testing our software during client implementation. You will also assist in the platform's ongoing use for those clients who prefer to receive a fully managed service.

Furthermore, you will provide support to our in-house development team by playing a pivotal role in the ongoing testing and review of our software and by providing feedback around ease of its use.

Responsibilities

The role includes:

- Project management of the implementation of the 3radical Voco platform to meet the business objectives of the brand client including liaison with the client, partner, client agencies, 3radical consultants, developers and other parties;
- Taking part in configuring the platform for the client or partner;
- Supporting the client or the partner in their use of the platform;
- Monitoring the usage and success each brand customer is having with the platform and reporting this internally;
- Ensuring that clients are aware of the success they are having and are satisfied with the results being achieved and the relationship with 3radical overall;
- Identifying and making recommendations for improving client success;
- Ensuring that brand customers are referencable and supporting 3radical marketing in spreading the word about clients and their success;
- Identifying upsell opportunities for 3radical within brand clients and working to ensure these are realized;
- Making sure that partners are fully equipped to sell, support and operate the 3radical platform and up to date with all relevant 3radical developments;

Overall – to ensure that clients and partners receive the highest level of service and success through their relationship with 3radical.

Specifically the role of Customer Success Manager will cover the following Client and End User Support and Managed Services responsibilities:

Client and End User Support;

- Receive, record, analyse and manage support and information requests from clients via email, telephone or direct entry into our support portal.
- Manage, analyse and respond to end user queries registered via the 'online help' functionality within 'live' experiences, ensuring all queries are answered within agreed service levels.
- Manage requests through to resolution in an efficient and timely manner, either using your own direct action or with support from the wider team.
- You will make sure the client/end user is fully updated every step of the way.
- Maintain and extend the list of response templates for efficient query resolution and assist with the configuration and ongoing management of the 'online help' service for new and existing clients.
- Software Configuration;
- Assist, and occasionally lead, in the configuration and testing of new client implementations and campaigns, including the registration of any technical/content issues that require resolution.
- Work with the wider team to resolve identified issues within the agreed timeframes.

Managed Services;

- Use Voco on behalf of our clients who prefer to receive a managed service, ensuring smooth operation in line with client requirements.
- Configure, refresh and supply reports to clients detailing the on-going performance of user experiences powered by Voco.
- Knowledge Transfer
- Assist with the maintenance of a 'knowledge base' within our support portal, including commonly asked questions with corresponding answers, and other supporting information, for the benefit of 3radical employees and our clients.
- Provide training and advice to the wider team and clients to help support the best practice use of our software and internal knowledge sharing.
- Feedback
- Participate in the testing of Voco and other software provided by 3radical.
- Provide feedback to internal teams around issues identified with 3radical software and make recommendations to improving its capability and ease of use.

Essential Skills and Experience

You will be:

- Confident and experienced in the use of computer software and have experience using typical applications such as MS Word, Excel, online messaging/collaboration tools etc.
- In possession of strong communication skills - both written and verbal and have an exceptional eye for detail.
- Flexible and able to carry out a wide range of tasks as required in our rapidly growing business.
- Interested in and a user of technology for communications such as smartphones and solutions developed for them including messaging and social media apps.
- Able to work under pressure and maintain good relationships with all interested parties.
- Quick to learn with the ability to solve problems and think creatively.
- Comfortable working as part of a team, as well as being a self starter and taking the initiative to ensure the success of our clients and our business.
- As Customer Success Manager you will be required to travel to and participate in both client and internal meetings.

Desirable Skills and Experience

The candidate should have experience in either an agency, marketing services provider or marketing technology provider as an Account Manager or Customer Success Manager.

Demonstrable experience of working with senior marketing or HR stakeholders and delivering complex projects is important.

Superb interpersonal, customer relationship, communication, organisation and project management skills are required. 3radical brand clients are demanding where we work in a fast paced, dynamic environment where deadlines are often tight.

Experience in using marketing technology (e.g. email marketing tools, marketing analytics tools, campaign management tools, social media publishing tools) is a requirement.

Experience of reporting and analytics tools or databases (e.g. Tableau, Alterian, FastStats, My SQL) would be beneficial.

The ability to work on your own initiative will be critical.

3radical is a growing, international team where everyone contributes – flexibility is therefore key as priorities rapidly change and we work across multiple time zones.

- Any experience of using service/helpdesk ticketing systems will be an advantage.
- Knowledge of the use of marketing technologies is helpful.
- Previous exposure to reporting, using data analysis tools and/or creating reports in Excel or similar software is highly beneficial.
- Any exposure to SQL (or the aptitude/desire to learn) would be a bonus.

- 3radical operates within a fast moving environment - the successful candidate for this role must be flexible and able to shift priorities and projects with ease.

Remuneration

Remuneration will be commensurate with the successful candidate's qualifications and experience.

Working Hours

Our core working hours are Monday to Friday 9 am to 6:00pm but flexibility is a must as working hours will change according to project and client demands. The ability to be "on call" from time-to-time is also required.