



**Job Title:** Technical Support / Customer Success Executive

**Location:** Sydney (central)

### **The Role:**

The Customer Success Executive 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 clients achieve exceptional results and ensuring that their audiences have a compelling and exciting user experience.

You will provide 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 the onboarding of new clients. You will play a major role in supporting the delivery of new implementations, including the configuring and testing our software, as well as supporting in the project management and client liaison both during implementation and after go-live. You will also assist in the platform's ongoing use for 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 of Customer Success Executive will cover the following:

#### ***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.
- Support the customer success manager in the onboarding of new clients and the project management of new software implementations.

#### ***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.
- Customise the delivery of user experiences to meet client requirements through the use of CSS customisation within our platform
- Work with the wider team to resolve identified issues within the agreed timeframes.

#### ***Managed Services***

- Use Voco on behalf of 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 using SQL and other database queries, and analytics packages such as Tableaux and Google Analytics.

#### ***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. A strong command of English, both spoken and written, is a must.
- **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 Executive you will be required to **travel to and participate in both client and internal meetings.**

### **Desirable Skills and Experience**

- Any experience of using service/helpdesk ticketing systems will be an added 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.
- Exposure to SQL (or the aptitude/desire to learn) would be a bonus.
- Experience of CSS is also desirable.

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.

**To apply for this position, please email your CV, a covering letter stating your salary expectations, and example of published work to [recruitment@3radical.com](mailto:recruitment@3radical.com). Please state clearly in the subject line which post you are applying for.**