

### **Position Title**

Client Success Manager - EMEA

### **Reports to:**

Head of Client Success - EMEA

### **What is Rosterfy?**

Rosterfy is a global leading, end to end workforce management software business. We are rapidly growing with clients across EMEA, APAC and the United States. Our SaaS based workforce management platform supports large organisations, not for profits and major events to streamline their end to end workforce management systems. Clients include the past five consecutive Super Bowl's, the United Nations Climate Change Conference (COP26), Team London, Munich 2022, British Heart Foundation and London Marathon Events to name a few.

With our head office based in Melbourne, Australia and offices in Colorado, London and Dubai, we are a young, vibrant and passionate team who are committed to connecting communities to events and causes they're passionate about through our end to end volunteer and paid workforce management solution.

### **The Role**

The Rosterfy Client Success Manager will be responsible for supporting our technology clients across the UK & Europe in conjunction with the Head of Client Success - EMEA. You will act as the first level of contact for client onboarding, training and ongoing support. This role is a dynamic and exciting position to ensure our clients are successful!

### **Key Responsibilities**

- Provide Customer support to Rosterfy clients via online support portal, phone and in person or virtual meetings & workshops.
- Support Business Development team with qualification of sales opportunities, and attend prospective client meetings to assist with a seamless onboarding experience and ongoing project management.
- Successful on-boarding of new clients to our software platform.
- Transform complex concepts into well-written, digital educational support content and deliver training sessions to demonstrate solutions through our software platform.
- Identify areas for current clients to enhance their workforce management processes through industry leading practices and continuous improvement of the software platform. This may include up-selling additional features of the platform.
- Collaborate with operational and client success teams to identify areas of continuous improvement within the client success and customer lifecycle model.
- Travel to assist with software implementation for large scale clients during onboarding or event period.

### Required Skills and Experience

- A love for Customer Service and helping people.
- Proven problem solver.
- Proven experience within a Client Success role, preferably within a technology business -1-4 years.
- Technical aptitude and ability to learn software programs.
- Experience using Zendesk, or similar support ticketing systems.
- High level of attention to detail.
- Proven ability to manage workload and conflicting priorities, displaying a high level of initiative and autonomy as required.
- Strong analytical skills, with a strong focus on identifying and delivering solutions based outcomes.
- Proficient in Microsoft Office Suite, specifically Excel.
- High level of written and communication skills.

### Desirable Skills

- Experience and/or general knowledge of SQL, HTML or CSS and top level understanding of web architecture.
- Experience with Customer Relationship Management (CRM) software, such as Salesforce
- Background in event management, particularly workforce management.
- Bilingual or Multilingual would be advantageous due to our diverse client base.

### Perks of the job!

- 25 days' holiday, plus bank holidays.
- Day off on your birthday.
- Working to support a number of the biggest organisers in this region.
- Incentive bonuses based on successful project delivery and client retention.
- Access to performance discount schemes
- Flexible work hours are available to assist supporting clients in multiple time zones.
- Remote work available
- A role with autonomy within a globally recognised, purpose driven, growing company.
- Professional development opportunities.

**Work Location:** Initially this will be a remote role working closely with our UK team, yet we are open to European located candidates with the required skills and experience.

**Salary:** £30,000-£36,000 (depending on experience)