

Customer Success Lead

Running a small business is hard work. There is a huge amount of information out there and small businesses can easily become overwhelmed by all the conflicting advice.

That's why at Mazuma, we make life simple for small businesses by handling all their accounts and tax needs for them. Whether a business is ProTech or NoTech, we've got them covered.

Our mission is to innovate on solve problems on behalf of our clients. And we need the best in the business to help us do it.

We have an exciting opportunity in Client services and success, our ideal candidate must have Client satisfaction at the heart of everything they do and take pride in delivering service that exceeds all expectations.

To be successful in the role you will need to be able to show empathy whilst delivering exceptional service, clearly communicate with Clients and have a strong desire to problem solve.

Key areas of responsibility

- Owning and resolving Client escalations in a timely manner until fully resolved.
- Proactively calling clients and introducing them to our tech and service.
- Reducing any client churn via retention calls.
- Logging client activity comprehensively and accurately.
- Analysing and writing investigation reports to better understand our areas of improvement and creating strategic action plans to reduce future escalations.
- Confidently approaching telephone and email communication both internally and externally.
- Identify trends and opportunities to improve service levels.
- Ability to adapt under pressure and empathise.
- Successfully onboarding new clients on to our systems via group presentations.
- Working closely with the operation, supporting our team of accountants, and providing high quality feedback.
- Converting data into insights that will drive key decisions.
- Processing administrative duty accurately and in a timely manner.
- Call listening and root cause analysis on any Client dissatisfaction.

About you

- Experience in an Inbound or outbound telephony role, working in complaints or service management.
- Excellent written and verbal communication skills.
- Experience in handling challenging conversation and ability to confidently do so
- Building strong relationships with internal and external customers.

Job Types: Full-time, Permanent