



Job title:	Customer Success Specialist
Department:	Customer Success
Position reports to:	Head of Customer Success
Main purpose of job:	<p>As a key player on our team, you will play a crucial role in delivering a service that exceeds all expectations. You will have customer satisfaction at the heart of everything you do.</p> <p>You will need to be able to show empathy whilst delivering exceptional service, clearly communicating with customers and delivering a strong desire to problem solve.</p>

Key areas of responsibility	
	<ul style="list-style-type: none"> • Owning and resolving customer escalations in a timely manner until fully resolved. • Proactively calling customers and introducing them to our tech and service. • Seek opportunity and execute successful cross sales and up sells to our existing customers. • Reducing any customer churn via retention calls. • Logging customer 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 customers on to our systems via group presentations. • Working closely with the operation, supporting our team of accountants, and providing high quality feedback. • Processing administrative duty accurately and in a timely manner. • Call listening and root cause analysis on any customer dissatisfaction.

Person Specification		
Factor	Essential	Desirable
Qualifications		
Relevant experience		Experience in a practice environment dealing with small businesses

Aptitude, skills and abilities	Demonstrates a flexible approach to problem solving and ability to think strategically and autonomously	
	Strong analytical ability with high attention to detail	
	Confident communicator and able to build relationships and influence customers and colleagues at all levels	
	Proficient in the use of Excel supported by generally high levels of IT literacy	
	Able to plan and prioritise effectively, comfortable working to tight deadlines	
	Experience in confidently handling challenging conversations	
Personal attributes	A professional and hard-working attitude	
	Respectful, trustworthy, polite, honest, and strong work ethic	
	Team player	
	Able to embrace change and continuous improvement	
		Enjoys a collaborative working environment
	The ability to prioritise workloads	
	The ability to take initiative and work without supervision	

Rewards and Benefits

- £24,000 to £25,500 salary per annum (37.5 hours per week)
- Pension contributions
- 23 days holiday a year plus bank holidays
- Flexible modern working practices
- 2 Wellbeing Days
- Employee Share Ownership
- Private Healthcare
- Income Protection
- Life Assurance (3 x salary)

Why Join Mazuma?

- Innovation: Be part of a company that values and encourages innovation in its approach to finance and accounting.
- Career Growth: We invest in our team members and provide opportunities for professional development and career advancement.
- Collaborative Culture: Join a collaborative and supportive team that values open communication and teamwork.
- Impact: Your contributions will directly impact the success and growth of our firm.
- Mazuma is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Job Type: Full-time, Permanent

Schedule: 9.00 am – 5.00 pm

Monday to Friday

Remote working

If you are interested in this position, please email a copy of your C.V. to hr@mazumamoney.co.uk