

Customer Success Manager (UK)

Job Purpose

Join our Customer Success function as a Customer Success Manager, assisting clients using our software in major events around the world. You will be responsible for liaising with our clients on a daily basis, as well as working with our internal teams (Product, Development, Sales) to ensure the software is the best that it can be.

About WeTrack

WeTrack was conceived during the London 2012 Olympic and Paralympic Games with a commitment to make better tools for sports and events. Our software modules include project and risk management, readiness, sustainability and operations / control room management. We work with clients globally helping some of the largest events, venues and sports organisations in the world – you can find more information on our clients [here](#). Primarily based in the UK and Bulgaria, we are a remote first company with regular meet ups to work as a team.

Day-to-day, you will:

- Be responsible for onboarding, training (both in person and online), and supporting clients on our different modules
- Manage support requests via multiple communication channels through to resolution
- Proactively engage with key users to improve system engagement and improve their value return
- Be an advocate for clients on software changes
- Report back to the wider team on client progress

Please note: From time to time, this role will require working outside of regular business hours on weekdays and weekends to support major tournaments and events where WeTrack provides services.

Skills/Qualifications

- Great communicator – Essential
- Confident on the phone / online meetings – Essential
- Confident in training a group of people – Essential
- Experience in handling customer queries/customer care – Essential
- Technology savvy and capable – Essential
- A passion for maintaining standards and quality in work – Essential
- Strong planner and organiser – Essential
- Ability to prioritise workload – Essential
- Ability to work within a team and independently – Essential

- Knowledge / experience of ticketing support systems such as Intercom – Desirable

What we offer

- Competitive salary
- Company shares option scheme
- Challenging project and the chance to work with cutting edge technologies
- Dynamic, friendly, international working environment
- Standard working hours
- Knowledge sharing and mentorship
- An access to an online education platform

All CVs and personal information will be treated in strict confidentiality and in full compliance with the Data Protection regulations.