



Job Description

POSITION TITLE: Customer Success Agent

LOCATION: Auckland, NZ

REPORTS TO: Leia Watkins – Title TBC

DATE: 16/10/2017

SCOPE OF THE ROLE

Customer Success is a key focus of EROAD to ensure that our customer are satisfied and delighted with the service they receive from EROAD. This means maintaining a relationship with our customers throughout their life with EROAD.

The Customer Success Agent ensures that EROAD's customers receive seamless service throughout their lifetime with EROAD. This includes

- Keeping our customer promise of helping them achieve their business outcomes means we take care of their journey with us every step of the way.
- Manage expectations and anticipate new requirements by monitoring usage of our SaaS platform and their business growth
- Processing subsequent sales and facilitating adds, moves and changes within their business
- Facilitate the upgrade of hardware and plans throughout their lifecycle
- Ensure that customers are kept up to date with new features and products whenever we are in contact with them
- Providing renewal documentation when required.

RESPONSIBILITIES

Responsibilities can vary within the Customer Success Team as we are in high growth mode we are working to deliver cross functional skills. As part of the wider Customer Operations team, individuals will be required to complete tasks and provide back-up for other teams within the wider team.

The main focus and responsibilities of the role include:

- Processing subsequent sales orders and facilitating adds, moves and changes within our customers' businesses efficiently and cost effectively
- Processing upgrades of hardware and plans as required
- Identifying growth opportunities and providing our customers with the most appropriate solution to fit their needs



	<ul style="list-style-type: none">• Managing renewals and capitalising on this milestone to increase fleet penetration• Keeping customer satisfaction and ease of dealing with EROAD at front of mind.• Provide support for Sales Representatives, especially those on the road.• Case and call management, including overflow calls from the wider team, ensuring that the query is resolved.
COMPETENCIES	<p>Essential Skills for this high performing role</p> <ul style="list-style-type: none">• Good Interpersonal and communication skills (verbal and written)• User experience focus. Able to champion a business and user's view.• Highly organised, with an eye for customer critical details coupled with a strong sense of urgency.• Skilled problem solver, with structured work processes.• The ability influence an outcome which helps the customer to make decisions that will benefit them.• Able to prioritise workload appropriately and self-manage said workload• Technology savvy• A team player, committed to fostering a customer-centric culture within the team• Strong time management and project planning skills, able to multi-task efficiently under time pressure• Professional, friendly, patient, systematic, cost conscious and organised
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Customer focussed• Comfortable with up-selling & liaising with our Sales team• High sense of urgency and positivity• Drive for Results – can create personal goals in line with team objectives and strives for accomplishment• Able to multi-task efficiently under time pressure• Professional, friendly, patient, systematic, cost conscious and organised• Able to work with cutting edge technology and assimilate information rapidly• Can manage ambiguity by coping with uncertainty and risk, adapting to change and able to confidently make decisions based on the information you have, even if that isn't the whole picture.
REQUIRED EXPERIENCE	<p>Skills & Experience</p> <ul style="list-style-type: none">• Previous experience in frontline customer service roles, dedicated to meeting expectations and requirements of internal and external customers• Experience with CRM tools such as Salesforce beneficial



- Knowledge of the transport industry advantageous but not a pre-requisite

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.