



Job Description: NZ

POSITION TITLE: Customer Success Specialist

REPORTS TO: Customer Success Manager, ANZ

DATE: August 2016

SCOPE OF THE ROLE

A first impression is a lasting one and once a customer has decided that EROAD can help them achieve what they need to do our Customer Success Team creates the foundation for the entire relationship.

The Customer Success Specialist ensures that EROAD’s customers receive seamless service throughout their lifecycle, from managing the post-sale order process to the renewals process and all the changes in-between.

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.

- We provide a smooth post sale on boarding experience. To keep commitments on track we create customer implementation success plans.
- We identify their expectations, and then monitor critical milestones through to provisioning, despatch, installation and training.
- If issues or delays arise, we resolve them quickly and efficiently minimising any customer impact.
- Growth and retention are also a key focus as we support customers in managing business and product changes, renewal and rollover activity maintaining and increasing share of wallet by identifying needs and highlighting opportunities to make our customers lives easier.

RESPONSIBILITIES

Responsibilities can vary within the Customer Success Team as we are in high growth mode we are working to deliver cross functional skills. An individual’s EROAD journey would start in either an on-boarding or growth and retention function.

Customer On Board and Installation Process

- Welcoming the Customer to EROAD, developing and managing customer success plans
- Defining the installation pathway with the customer and executing it
- Clarifying and obtaining any ambiguous or missing information required to process the order through to completion
- Performing credit checks , calculating credit limits including system set up
- Guiding the new Customer through the initial set up of their Depot account.
- Guiding the customer through processes for upgrades, exchanges and resigns and be able to process the resulting request.
- Management of inbound and outbound calls and email cases for customer enquiries owning the customer solution
- Management of the on-boarding calls made to Customers across ANZ to ensure a seamless install, invoice and set up experience

Execute Customer Growth and Retention

- Create proactive management plans for existing customers
- Renewing the customer by - Reconciling and preparing accurate information on Agreements, EROAD units and Pricing to provide the customer with correct detail to resign.
- Looking for opportunity to further penetrate the fleet appropriately
- Selling new features and options to the customer and processing orders



COMPETENCIES

Essential Skills for this high performing role

- 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.
- The ability influence an outcome which helps the customer to make decisions that will benefit them.
- 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

PERSONAL ATTRIBUTES

- Systematic problem-solver. Able to make good decision based upon the required business outcomes that still maintain customer needs in mind
- Professional, friendly, patient, systematic, cost conscious and organised
- Able to work with cutting edge technology and assimilate information rapidly

REQUIRED EXPERIENCE

Skills & Experience

- Previous experience in frontline customer service 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.