

CUSTOMER SUCCESS MANAGER

Introduction

- Great culture, family friendly & in the eastern suburbs (no traffic jams!)
- Inherit a book of large Aus + NZ customers who love our HR tech products
- A small, high performing team. Make it your own!

Join a well-developed HR tech business with a long history of adding value to our customers.

About you

You're an experienced Account Manager who enjoys being the main point of contact for our customers. Ideally you will:

- Be a great verbal and written communicator - a lot of your job is talking on the phone
- Have worked with enterprise software &/or Account Management with large organisations
- Have established sound Account Management practices & techniques
- Be disciplined & methodical in your approach - you will be using & refining our Account Management playbook
- Enjoy working autonomously taking responsibility for your day to day activities
- Like to sell: up-selling existing accounts & responding to inbound opportunities with our customers
- Bonus points if you've had HR tech experience!

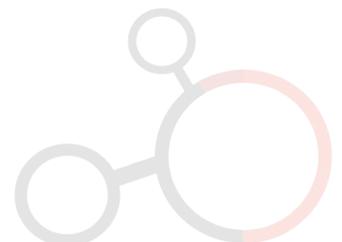
About the role

Reporting to the General Manager, you will:

- Build relationships & conduct regular customer business reviews
- Oversee new customer implementations
- Help organise and run regular events with customers/prospects including webinars
- Actively develop customer upsell opportunities
- Prepare and deliver management reporting on Account Management key metrics
- Work closely with Management, Delivery and Finance, the role is versatile & fast paced

Navigo core values

- The robot - a disciplined approach
- The spaceman - we're explorers
- The monkey - we're passionate, honest and fun



The perks

We don't just reward our employees with a salary - we want them to enjoy what they do!

- Summer hours! We finish at lunchtime every Friday through summer
- Bonus leave: Birthdays & Xmas to NYD leave days are on us
- Team development days each quarter
- Snacks & drinks provided
- Friday lunches are on us. A great chance for everyone to catch-up
- Family friendly - a lot of us have young families so we're flexible around working hours & commitments
- Ringwood location in Eastland Town Square - close to shops, cafes & transport
- Friday afternoon beers
- Employee Assistance Program
- Quarterly activities to celebrate! Drinks, bowling, karaoke, rock climbing, go-karting, dinners, comedy shows, plus anything else the team can think of!
- Yearly kick-off overnight retreat - find out what's new in the company, eat, drink & celebrate your achievements

About Navigo

Navigo is a privately Australian owned HR solutions provider serving medium and large organisations. Our purpose is to improve the way businesses manage their people, focused on workforce modelling (org charting) and HRIS consulting services.

For more information, visit navigo.com.au.

How to apply

To apply for this job, send your resume to andrew.rees@navigo.com.au and tell us why you're right for the job.

We appreciate all participation, however only short-listed applicants will be contacted. The application form will include these questions:

- Which of the following statements best describes your right to work in Australia?
- What's your expected annual base salary?
- How many years' of experience do you have in a Client Services / Account Management role?
- What type of experience have you had with HR / HR tech?
- What was the last really great book you read?

