

Recruitment: Customer Support Manager

Job Description

Papertrail is growing our team! We are hiring a Customer Support Manager to partner with clients to drive adoption, manage business processes, and grow our business. This role is a balance of individual work within a highly collaborative team. You will be working directly with clients to maintain and grow existing relationships and will identify expansion opportunities with the goal of achieving negative net churn.

We're a software company that helps safety conscious businesses and equipment owners around the world reduce their Paperwork and stay compliant. We're a team united by our shared values of working hard, being accountable and working together as a team.

Papertrail is based in the UK, with offices in North Wales and Newcastle and has a team of 12. Our customers and partners include global manufacturers of safety equipment, renewable energy companies and adventure parks around the world in 45+ Countries.

This role at Papertrail will amplify your career. You will have ownership and support to make a big difference and have an impact on our future growth.

If you're a person who is driven by customer happiness and success, then this role is made for you.

You're good at:

- Collaborating with others to drive best practices
- Working directly with clients to achieve success
- Communicating with fellow team members
- Identifying opportunities for product expansion

Extra awesome:

- You love inspiring others with enthusiasm
- You have a never say never attitude
- You have experience working at a technology or software company

What you'll do

As Customer Support Manager, you'll be responsible for:

- Onboarding new customers efficiently and training their staff on how to use Papertrail effectively.
- Identifying opportunities for account expansion and revenue creation within our customer base.
- Advising our customers on how to improve their performance and increase their return on investment.
- Clearly communicating the benefits of new product features and encouraging customers to promptly adopt them.
- Quickly identifying gaps in our product that impact the success of our customers.
- Working closely with account managers and our product team to ensure issues are resolved.
- Proactively talking with customers to ensure that they get the most value out of our service.
- Developing and nurturing customers into advocates to increase brand awareness and build a sense of community.
- Analyzing data and results to guide product and customer success improvements.
- Conducting webinars with groups of customers to assist with onboarding and new product features.
- Identifying opportunities for customer training in a proactive way.

What you'll need

The following experience is relevant to us:

- At least 2 years of professional experience in customer success or account management role.
- Experience in building and maintaining strong relationships with customers.
- A great track record of expanding revenue and mitigating customer churn.
- Experience working closely with other functions like marketing, sales, and product teams.
- Excellent communication skills, a great listener.
- Tech savvy and have experience implementing software on an account per account basis.
- Experience working with customer communication tools like Intercom, Salesforce or Hubspot.

Why join us

Working at Papertrail can accelerate your career and give you the opportunity to work with world-class talent. We're a team that loves what we do and we all thrive on our ability to make an impact. There are many benefits that come with working with us such as:

- Flexible and remote working
- All the tools you need to execute your job well
- Future career opportunities as the business grows
- See your initiatives and strategies deliver results

Apply today by emailing us your CV and Covering letter...

The application deadline is 4th December, and we will be inviting people for interview on the 13th of December.

Send your CV and covering letter to mail@papertrail.io