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| **Job Title** | Customer Success Executive | **Job Family** | Commercial  |
| **Grade** | N/A | **Reports to** | Head of Customer Success - XXX |
| **Location** | Home based | **Team Size** | TBC |

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| Our Customer Success Executives (CSEs) play a critical role in the engagement of our smaller customer relationships. As a CSE your focus will be on ensuring that our customers are wildly successful throughout their journey with Zellis. You will report to the Head of Customer Success and work alongside our customer facing teams. You will work with a segment of small-medium sized Commercial or Public Sector customers. Drawing on product usage data and other information, you will engage your customer segment via a “Technical touch” approach (eg: Hubspot, Webinars, ChurnZero in-app guides) to improve the outcomes that they achieve using Zellis Product & Services.Areas of focus will include adoption of HCM features, system optimisation, ensuring customers are referenceable and participate in the Brand NPS Programme. By ensuring our customers are successful, it is expected that you can drive customer advocacy activities and loyalty, to include but not limited to the timely completion of reference requests and creating case study and video testimonial opportunities. Being organised and carefully planning your approach will enable you to dedicate time to those activities which will have the most impact.You will collaborate cross functionally with many teams and support your colleagues on projects through knowledge sharing. Responsible for the collation and delivery of business reviews, you will be proficient at building solid relationships and can utilise internal stakeholders to full effect, depending on the nature of the customer engagement and delivery outcome required. During engagements with customers, it is expected that you will source upsell opportunities and work closely with Account Managers to ensure these are brought to fruition, in turn delivering value to our customers and our business alike. Where the customer partnership needs to be improved, you will harness the knowledge and capability of the wider Customer Success Management population to draw on years of experience to shape an engagement strategy. Equally, you will have the ability to be mentored by a CSM who will support the evolution of your skills such that in the future, the role of a CSM may be a natural progression for you.  |

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| **Role Accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:*** Proactive engagement with your customer segment using technical touch methods for enabling increased product adoption or knowledge share, with Teams meetings to deliver business reviews and other customer engagements as required. This may include travel to a customer site for the benefit of the relationship.
* Being the Voice of the customer segment to represent customer sentiment and actively engaging in the Brand NPS process, driving actions because of the feedback sought
* Improving product adoption across your customer segment through identification of gaps and developing repeatable content (eg: text, video) and playbooks for use by Customer Success
* Managing your account list and reporting on customer segment health to senior stakeholders within Zellis
* Identification of “troubled customers” where a Customer Success Manager colleague needs to be engaged to deliver a recovery plan
* Identifying and nurturing areas for cross-sell and up-sell to provide additional value within the customer segment
* To promote customer reference and advocacy activities primarily through technical touch and ensuring our customers are receiving fantastic service from Zellis
* Active involvement in customer surveys, e.g. NPS with appropriate management and customer follow up
* Highlight any issues with customer data quality so these can be rectified
* Maintenance and update of your customers base in Netsuite, Churn Zero, and Pendo etc.
* Meetings with customers and recorded in Churn Zero
* Build strong relationships with Account Managers to enhance your customer journey and engagement.

**Essential Skills:*** A strong customer-first attitude
* Strong written and verbal communication skills enabling excellent relationship management with customers and internal stakeholders
* Analytical and process oriented enabling the delivery of impactful repeatable content that improves customer outcomes at scale
* Highly organised with the ability to own and control a programme of work
* Motivated to learn and grow in your use of Enterprise tools including Netsuite, Pendo, ServiceNow and Hubspot to improve the efficiency and effectiveness of technical touch actions.
* A results-driven individual who is commercially astute
* Capable of working under pressure and to measurable KPIs
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| People Leadership / Team Leadership: |
| **About you:*** No line management responsibility
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| Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc |
| Sector / role experience of 3+ yearsTravel to customer sites or Zellis offices will be required as part of the role. Meetings are regularly held in various offices across the country, which you will be expected to travel to in good time whilst managing work commitments |

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| About Zellis |
| **Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**Together with Benefex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.**Our purpose** is to make people feel appreciated for the work they do – through precision, choice, and magic.**Our history**We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout. More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.**Our vision**Our vision is to be the clear leader in pay, reward, analytics, and people experiences. There’s nothing more important to us than building trusting and beneficial relationships with our customers, using our size, scale, and breadth of experience to offer tailored solutions that precisely meet their business needs.We design solutions that keep our customers ahead of change as they navigate the regulatory complexity and workforce uncertainty which exists in today’s business landscape. At the heart of everything we do are our highly qualified payroll and HR experts, who are committed to delivering first-class customer service at all times.**We’re proud of our culture**At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.**Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.Text  Description automatically generated |