

Job Title: Client Success Lead

About Us:

Windowmaker Software Limited is a highly esteemed software company in the window and door industry. With over 40 years of experience, we have built a reputation for crafting innovative, industry-leading solutions trusted by customers worldwide. Our expertise and commitment to excellence have established us as a trusted name in the industry.

Job Purpose:

As a Client Success Lead, you will be responsible for managing customer projects and providing exceptional service to our customers. You will oversee the coordination of internal teams to complete projects within a specified timeframe and ensure customer satisfaction. In addition, you will be responsible for providing technical support, training, and problem resolution for our customers.

Responsibilities:

- Manage customer projects, completing the Discovery phase and coordinating with customers and internal teams.
- Provide customer service, resolving escalated cases and ensuring timely solutions.
- Log activities and ensure services are paid for.
- Plan and deliver trainings for customers, acclimatizing them with Windowmaker.
- Provide regular reports to management.
- Oversee the Customer Support and Data team.

Key Tasks:

- Communicate with clients, reduce turnaround time, and assign work to resources.
- Prepare productivity reports and schedule resources for service requests.
- Improve processes and provide effective support to customers.
- Ensure regular customer training on latest releases.
- Provide technical support to sales staff and help with technical demos.
- Develop reports to improve efficiency and quality of deliverables.
- Identify training needs and schedule sessions.
- Oversee operational duties of the customer service team
- Maintain records or tickets of all interactions with customers
- Train new employees
- Maintain customer satisfaction by providing problems-solving resources
- Research and implement new ways to improve the customer experience
- Implement best practices in customer service management
- Contributes customer service information and recommendations to strategic plans and reviews.

Skills:

- IT background.
- Excellent communication skills in English.
- Analytical and technical mindset.

Benefits of joining us:

- Health Insurance
- 5-Day Working Week (Monday to Friday)
- 7 Paid Sick Leaves per calendar year
- 7 Paid Casual Leaves per calendar year
- 18 Annual Leaves
- Professional development opportunities
- Flexible working hours
- Performance-based bonuses
- Employee wellness programs
- Welcoming and friendly office culture
- Frequent festivities and office parties