

Job Details

Position: Customer Success & Data Specialist

Reporting to: Customer Success Manager

Location: Sydney, Australia

Reference: 2019CS1

Closing Date: 22/3/2019

Salary: \$60 - \$70k depending on experience

Role Description:

To say we are customer-centric is an understatement. At Lightyear, everything we do puts the customer front and centre. And as part of the customer success team, you'll be front and centre in looking after our customers across Australia, New Zealand, and beyond.

Lightyear is a global fintech company, creating the award winning Accounts Payable SaaS solution Lightyear.cloud. Based in Sydney and the UK, we're a rapidly growing tech company, and a close-knit team.

As part of the expansion of the APAC team, we are recruiting for the position of Customer Success & Data Specialist. The role has 2 distinct but equally important parts.

By 'Customer Success', we mean doing what is necessary to make the customer's trial and use of Lightyear a success for them. Through education, training and support, we aim to make their Accounts Payable process as invisible as possible. One day you could be onboarding a new customer. Another day you'll find yourself educating existing customers on new product features. And on another you could be helping existing customers onboard new team members, or simply work through problems they might be having. The service we offer is varied, but the level of service is consistently high. You'll be patient and articulate, and you'll need to demonstrate the ability to multi-task.

The 'Data Specialist' part of the role requires a clear head, a love of number puzzles, and a structured mindset. As the heart of the Lightyear system is a data-extraction engine, and you will be part of the team whose responsibility it is to teach the Lightyear system characteristics of bills, credit notes and statements. Training in this part of the role will be provided, but previous Accounts Payable processing, and an understanding of what bills, credit notes and statements look like will be a distinct advantage. You'll work closely with your Australian colleagues, but also with the Customer Success and Technical teams in the UK through apps and video-conferencing. And whilst you will very much be part of the team, you'll need to be able to demonstrate the ability to work autonomously.

In both parts of the role, you'll need to be able to demonstrate that you are comfortable very quickly learning other software support systems, over and above the normal Microsoft and Google ones. You will also need good typing skills, and a clear telephone voice.

The role is mostly in the 8am to 6.00pm time-slot, Monday to Friday, but from time to time you may be asked to be flexible in those hours, and workdays. Lightyear is a global business, and as such we need to offer support to our customers whenever they need it, and wherever they are. Whilst we ask for flexibility, it is always our intention to work with our team to ensure adequate notice is given, to allow you to plan your life away from the office.

Key Responsibilities:

- **Data Mapping** - Using internal program to create maps
- **Customer Support** - Delivering 'best in class' customer service to our clients
- **Onboarding Support** - Helping new clients set up accounts successfully and providing training support

Key Requirements:

- 2+ years experience in a customer relations role
- Exceptional verbal and written communication skills. Excellent listening skills; understanding and compassionate.
- Attention to detail. You must be able to demonstrate a high level of attention to detail. Mapping can be a repetitive task and accuracy is critical. Previous relevant experience in data entry/data mapping roles preferred.
- Ideal candidate will also have a passion for business software and solving customer problems.
- Comfortable handling KPI expectations in relation to quality of work.
- Excellent time management, an individual who thrives on managing their own time and ensuring work is completed on time.
- Team player: As part of a startup team, you will join a supportive and close knit team environment. A collaborative and fun approach to work is essential.