

SaaS Onboarding/Customer Success Specialist UK

Location | Belfast, Northern Ireland

Start Date: June 2019

Salary: Competitive (please enquire)

The Organisation

Lightyear is a fintech company with offices in Belfast and Sydney with a truly global scope. Founded in 2017 by Fintech entrepreneurs Chris & Roger Gregg, we focus on developing best in class SaaS applications in a fast paced startup environment that prides itself on its collaborative and innovative approaches to software product development and breakthrough go to market strategies. Lightyear's AP product automates data entry and streamlines the Accounts Payable process for businesses and groups of all sizes. Our primary Direct target verticals are Retail, Hospitality Groups and businesses that purchase goods and track inventory items.

Team and Role Description

The Onboarding Team play a critical role in ensuring the conversion of businesses and partners onto our Lightyear Software. They are responsible for supporting customers with their initial set up and training to ensure they get a best in class experience when onboarding onto Lightyear during their first 90 days. Every customer is different, therefore it is important for the team to fully understand their current processes and work through how Lightyear will fit within their organisation. We proudly believe in the service we provide, promoting long-term usage with a keen focus on customer retention.

Your job will be to engage with new customers, walk them through their set up and then provided tailored ongoing training to ensure they are using our software to the best of its ability. Below we have laid out your 3 main areas of focus for this role:

Your Role

- **Onboarding** - Activation and customer set up

This part of your role involves qualifying inbound and sales ready leads. Ensuring our customers accounts are set up and activated correctly to meet their business process needs. Most important of all you will be the first person our customers will engage with when they start using Lightyear therefore first impressions are key to the success of their Lightyear journey.

- **Training** - Delivering 'Best in Class' training

You will be delivering/creating in depth product training to ensure our customers become product experts and can move to a self help SaaS model. You will also be analysing our customers usage in their first 90days and identifying training gaps, encouraging usage and offering tips to ensure they are fully benefiting from all our great features.

- **Support/Retention** - Delivering 5 star customer service

Part of your role will also be leaning into our support function during busy times. This will include responding to customers, account administration (mapping), creating content for our internal/external knowledge base, taking customer feedback to help with our product roadmap and other adhoc duties.

The Person

- A critical thinker... who is always trying to achieve the best outcomes for our customers.
- An excellent listener... who creates a positive environment, where customers feel comfortable expressing their concerns.
- A creative problem solver... who comes up with new ways to improve the customer experience.
- The friendly face... whom our customers know and trust.
- A customer success champion... who sees problems clearly and is able to help customers identify areas of improvement needed to achieve their business goals.
- A clear communicator... who is able to relate to customers and internal support teams by speaking the same language to solve problems.
- A team player... who is willing to go the extra mile for their customers, advising them on the best solutions to meet their goals and how industry changes could affect their business.
- Comfortable in a target driven environment

Key Skills /Requirements:

- 2+ years experience in an onboarding/training role with an element of customer service.
- Exceptional verbal and written communication skills.
- Excellent listening skills; understanding and compassionate.
- A natural ability to influence people.
- A creative approach to problem solving.
- An aptitude for technology and the ability to learn new systems with ease.

Benefits

- Competitive Salary package
- Start-Up Culture: Fast, Fun, Collaborative, Innovative
- Career Development: Experienced leadership team, be part of a global success story early
- Quarterly Team Night Outs, Charity Events and more
- 20 Days paid leave plus public holidays
- 37.5 hours working week
- Work life balance. Flexible working hours

To apply for this job please email [**careers@teamlightyear.cloud**](mailto:careers@teamlightyear.cloud) with a covering note explaining why you are perfect for Lightyear and a copy of your CV.