

JOB DESCRIPTION



Customer Success Specialist

We are searching for a team member that is passionate about Customer Success who welcomes the challenge of meeting the needs of a growing business. To succeed in this role, the person loves to will roll up their sleeves and lead from inside the trenches. As a key member of team, you will help craft the company's customer success strategies, building strong relationships with customers and collaborating with cross-functional leaders internally to deliver consistently excellent customer experiences. Our ideal candidate is passionate about identifying problems, finding solutions, and improving relationships.

Xara has always been a remote first company with meeting point offices in Berlin and Hemel Hempstead UK. The majority of customers are located in the USA We offer a market competitive salary based on experience + stock option opportunities.

Key Responsibilities:

- Own the user relationship, which includes managing on-boarding, increasing adoption, ensuring retention, and high levels of customer satisfaction
- Establish trusted relationships to help drive continued value of our products and services
- Maintain and develop customer success strategies and best practices, as well as customer support content, with the help of other teams
- Communicate effectively with both internal and external senior-level management to understand customer needs, maximize retention and growth, and communicate learnings
- Maintain existing customer success metrics and data
- Monitor and identify usage trends to uncover risks and support greater adoption rates
- Track customer success KPI's and recommend actions for process, efficiency and quality improvements

Essential requirements:

- 2+ years experience in Customer Success
- Experience owning retention, churn rate, and organic upsells
- Ability to identify key champions and potential areas of expansion
- Self-learner and self-starter, able to become a product expert and customer advocate
- Strong organizational skills, high degree of accuracy, and detail oriented
- Experience with Intercom, SalesForce, and/or other CRM applications
- Demonstrated ability to communicate both technical and business concepts
- Ability to ask for help and leverage the available resources – we are a team
- Excited by working in an ever-evolving and fluid environment
- Excellent verbal and written skills in English (most customers are located in the USA)

Bonus Points:

- Passion for the design / creative industry