

JOB TITLE: New Client Success Coordinator (Spanish)
LOCATION: Manchester, Barcelona
LINE MANAGER: New Client Success Manager UK

THE COMPANY

WE ARE

ConnexAI is a successful international software house based in the UK. It designs innovative Cloud SaaS Contact Centre Solutions focusing on Insights, Data Analytics, and Multi-Channel Communications. Current office locations are the UK, South Africa, and the USA.

Established in 2013, Connex is now present in five continents with a team of over 500 based in Manchester and Europe, Durban, Kenya, Nigeria, and Miami offices. The team comprises Full-Stack Developers, Front-End/Back-End Developers, Database Engineers, Support Staff, Technical Services Engineers, Sales, Operations, Infrastructure, DevOps, Marketing, Accounts, Admin, HR, and compliance.

The business' success is based on impeccable client service, passionate people and leading-edge technology.

WHAT WE DO

Customer engagement: Whether clients prefer to communicate on social media, by text, or over the phone, our system will adapt to and sync with their existing systems. It is Omnichannel Customer Engagement made simple.

THE ROLE

As a New Client Success Coordinator, you will facilitate effective collaboration between several departments to ensure processes are followed and run smoothly.

MAIN RESPONSIBILITIES

- Day-to-day client and staff interaction
- Communicate with all departments to ensure deadlines are met
- Working closely with the operations, project management and technical services teams
- Identify trends and assess opportunities to improve processes and execution
- Support team members and internal colleagues with ADHOC requests
- Innovating & following operational processes
- Seeing out Operational tasks from start to finish
- Keeping real-time spreadsheets updated and accurate
- Working on project management tools such as Trello and Zendesk to ensure operational processes are followed by multiple teams
- Drafting of documents, including welcome packs and agreements

COMPETENCIES & QUALIFICATIONS

- Good administrative skills
- Fluent Spanish
- Ability to stay on top of spreadsheets with the use of Excel
- Understanding of reporting
- Great communication skills, both internally and externally, to build relationships
- Good time management skills
- Collaboration and teamwork skills
- Organised individual with a strong eye for detail
- Computer Literate

ATTRIBUTES

- Be ready to take the next step in your career - experience in an Operations/Onboarding role preferred
- Be a good communicator and build strong stakeholder relationships – they need to enjoy working with you too
- Be self-driven, proactive and display a high degree of personal accountability