

## POSITION DESCRIPTION

# Client Success Manager

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.



## POSITION DESCRIPTION

<b>Title</b>	Client Success Manager – Education	<b>Location</b>	Melbourne
<b>Report to</b>	Head of Growth – SME	<b>Direct report(s)</b>	N/A

### The purpose of this role

As a true SaaS business, we are obsessed with making customers feel valued. As a Client Success Manager in our Education Segment you will develop long-lasting relationships with existing clients who use our Student Management Systems and lead to increased client engagement, product adoption, revenue growth and retention for us.

### The key accountabilities of the role

- Net Promoter Score (Clients)
- Client retention
- Share of wallet growth (upsell and cross-sell)
- Client engagement

### The key responsibilities of the role

- Student Management System Literacy and Passion - Demonstrated experience using Student Management Systems, especially for Vocational Education & Training, either as a user or administrator. A passion for Education sector technology and a curiosity to understand how systems work are essential. The successful candidate will be confident in learning our Student Management Systems in detail and guide customers in their use.
- Build account strategies for your new and existing clients and establish an ongoing partnership by developing success plans for clients that outline their critical success factors, metrics for success, potential issues, and provide recommendations (customer success plans)
- Drive product utilisation and engagement through an intimate understanding of your clients' business
- Grow your client spend by identifying and managing opportunities and all the commercial aspects of the sales process for existing clients, including cross-selling, expansion, upselling and renewals
- Identify clients' needs and challenges and coach clients on how to best utilise Readytech's products to meet their requirements
- Handle a large amount of incoming sales and account inquiries from new and existing clients via telephone and email



- Actively manage a sizable portfolio of clients based across Australia
- Partner closely with other cross-functional team members to translate client business needs and product requirements into new solutions for clients.
- Actively engage At Risk customers and implement mitigation strategies for further engagement and system adoption
- Be the escalation point for all of your customers and advocate for them strongly.

## The ideal candidate will have these:

<b>1. Skills</b>	<ul style="list-style-type: none"><li>• Strong ability to grasp new things quickly - industry, product, technology, etc.</li><li>• Ability to demonstrate products with focus on solving real-life problems and highlighting key benefits</li><li>• Superior organisational skills</li><li>• Self-starter and willingness to work as a part of a small, dedicated and professional team</li><li>• Negotiation and objection-handling skills</li><li>• Love talking to clients, naturally curious and focused on identifying their pain points and how we can solve them</li><li>• Have an exceptional phone manner and easily build relationships with clients</li><li>• Excited about new technology with strong technical aptitude</li><li>• Process driven</li><li>• Excellent time management, organisational and multi-tasking skills as well as the ability to manage large amount of client's requests</li></ul> <p>Note: ReadyTech services and supports the whole of education and we love to see our team acquire skills and knowledge through structured learning. To that end we accept formally recognised skills wherever they were undertaken – be it University, Vocational or even Non Accredited.</p>
<b>2. Knowledge</b>	<ul style="list-style-type: none"><li>• Knowledge of the VET sector (advantageous)</li></ul>
<b>3. Experience</b>	<ul style="list-style-type: none"><li>• Minimum 2+ years working in a phone-based sales / account management capacity in a SaaS business</li><li>• Track record of achieving Sales KPI's and be highly numbers focussed (# calls, # renewals, # opportunities, etc)</li></ul>