

September 2020

Customer Support Executive – Higher Education Sector

Blackbullion

Blackbullion is the award-winning financial education company on a mission to empower a better financial future. We are proudly the hottest European EdTech startup according to the Europas 2020 and recently named one of Europe's most promising edtech companies, our digital learning platform is raising financial education standards across the higher education sector in multiple countries.

We're on the lookout for individuals to join our team who are as excited as we are to help build a platform that financially empowers future generations. We hire problem solvers who want to make a dent in the world and we give them the autonomy, trust and resources they need to succeed and be awesome.

Responsibilities

Key Responsibilities

- Managing and resolving student queries
- Managing and resolving client queries and producing monthly client reports
- End to end management of new client setup, installation and troubleshooting as well as all administrative aspects of client activities
- Maintenance of the Funding Hub
- Liaising on content between Blackbullion colleagues and clients
- Liaising on design and marketing for promotional and campaigns for clients as well as clients' and users' guides and other support collateral
- Make recommendations for improvements in how we further enhance client and user relationships

Supporting Head of Customer Success

- Ongoing monitoring and reporting on all activity
- Producing regular client reports and managing product update information
- Developing and enhancing reporting as required for clients

- Lead on client events, such as client advisory board, annual client workshop, webinars.

Experience

These are ideal and not 100% requirements, as a company focused on learning you'll be given the training and support needed to develop into the role.

- Previous experience in the higher education space
- Previous experience in client/customer relations
- Ability to produce and report on analytics using the relevant systems
- Experience of new client set up (using the relevant systems)
- Balancing client and company objectives
- Effective communication – both internal and external
- Managing constant interruption and responding to queries
- Build strong relationships, and fostering a sense of community
- Working autonomously
- Excellent written english and proof-reading skills

Tools/software

- CRM System (we use Hubspot)
- Zendesk (or other enquiry management system)
- Google suite (docs, sheets etc)
- Microsoft suite
- Mixpanel analytics (training will be provided)

Package

Base salary (market rate)

Company share options scheme

Remote or office-based environment. Flexible working hours.

25 days holidays. Plus an extra day off for your Birthday!

A learning budget so you can grow and develop within your chosen career path.