

## Customer Success Executive

**Level:** 1-3 years sales experience **Department:** Business Development | **Location:** London | **Reports to:** Customer Success Team Lead

Back in the mid-noughties, we kept on seeing the same problem pretty much every day: people + work sometimes = ☹️/misery/unhappiness/lack of fulfilment. We knew that being fulfilled wasn't this unattainable dream, we knew it was within everyone's reach, but we needed a way to show them that the journey to that point came from within. So after a lot of research (and caffeine), in 2006 Strengthscope® was built – an online tool to help people find and communicate their strengths (what energises them) to themselves and others to bring more of themselves to work and to life.

Our mission is to ensure that everyone is able to have honest, authentic conversations about what makes them truly unique, what they love to do, and how they can bring their best to work and to life, every single day.

### The you

This role is perfect for an early career, process minded, relationship builder who is looking to begin their sales career and/or build their HR/L&D/people development expertise.

This person will do incredibly well in this role if they demonstrate:

- Genuine interest in people development - HR/ psychology/ sport
- Ideally will have experience selling to HR professionals or have a background in psychology
- Will bring simple yet effective ideas to their clients to better implement Strengthscope®
- Energy and sense of responsibility for being part of a small but growing organisation
- Energy for building on existing processes to improve effectiveness in delivering results
- Natural desire and ability to work efficiently to structure their daily activity

### The what

Our goal is to make Strengthscope® stratospheric, to make it the go-to tool for the entire population of working people (that's around 4bn people). To help us achieve this, we're looking for a Customer Success Executive to join our Business Development Team. As a Customer Success Executive you'll be responsible for:

- Direct, proactive outbound sales activity (calls, email and social media) to your clients
- Working with existing clients to utilise the full product range available through the Strengthscope® system
- Identify new ways to utilise Strengthscope® to solve business (and HR) needs
- Sharing user success stories and connecting existing clients with each other to promote strategic importance of Strengthscope® in the future of work

## Key Measures of Success

- Proactive outbound activity (incl. amount of time in conversation and meetings attended with clients)
- Number of people experienced Strengthscope® and gone through training because of you
- Value of sales
- Positive feedback from clients & internal team

## The good bits

Fighting to make the 'every day blues' a thing of the past, here are some of the good things you'll get when you join Strengthscope® in addition to the usual competitive salary, pension plan and annual leave:

- 2 days paid leave per year for charity goodness
- An extra day off for your birthday
- New offices on the bustling Southbank, minutes from London Bridge, Southwark and Waterloo stations
- Strengths Hero - where we celebrate the most awesome person of the month (who is then in with the chance to win a weekend trip away)
- Healthy snacks to keep you refuelled
- Team lunches
- Pay day party
- Flexible working
- Quarterly team days to reflect, plan and celebrate
- Sabbatical leave after working for 5 years at Strengthscope® for you to just do you

\* or any day worthy of celebration

Does this sound like you? If so then we'd love to hear from you: [careers@strengthscope.com](mailto:careers@strengthscope.com)

