
Job Specification

US Customer Success Team Lead.

Company

Fexillon

Contact

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Position – US Customer Success Team Lead

Company Profile

Fexillon LLC are the leading specialists in managing digital information for the whole asset lifecycle. The company manage quality approved information on projects for blue chip clients, across numerous sectors, including the pharmaceutical, data centre, healthcare, educational and architectural industries. Fexillon LLC is an award-winning company with over 20 years in business. The company is expanding globally and to facilitate this expansion, require a Customer Success Team Lead to work as an integral part of the US operation.

Company Culture

Organisational culture is a pattern of shared values and beliefs, giving members of the organisation meaning. Fexillon has a unitarist and collaborative culture, where the company and its teams share the same goals and objectives. Our people maximise their potential through company leadership and learning models.

Development of people is a key element of a leadership organisation. The Company Directors create a shared vision, inspiring all the team to believe in what they can become, as well as encouraging them to participate in the formulation of company strategy. This provides people with a platform for innovation and creativity.

A learning organisation continually transforms and promotes the learning of all its members. The Company believes in transferring knowledge quickly and efficiently throughout the organisation. Each employee has an individual education, training & development programme. Employees are participants not observers.

Fexillon is a collective powered by diversity and inclusion. It is a demanding family like business environment. The Company places a significant emphasis on sustainability, social responsibility and assisting community initiatives.

Company HR Mission

Empowering people to maximise their professional and personal potential in a challenging business environment.

Role Profile - US Customer Success Team Lead

The customer success team leader will plan, direct, and coordinate the organisation's US-based customer support using HubSpot Service Hub and Office365 as main tools. The Lead will liaise closely with Fexillon business development, project management, and R&D teams, to ensure effective and efficient customer support practices. The candidate will be responsible for improving performance, productivity, and efficiency through the implementation of effective procedures and strategies. Additionally, the successful candidate will facilitate the order fulfilment processes by providing assistance to on-site engineers in commissioning the IoT device installations.

The position is based in Charleston, South Carolina.

Key Role Responsibilities

- Together with company directors and EU Customer Success Team Lead create and facilitate the unified customer support approach in relation to all Fexillon customers (Platform, Twin, Mixed Reality, etc.).
- Configuration and daily usage of the HubSpot Service Hub customer support portal to ensure the delivery of required customer support within the defined SLAs.
- Keep the customer-facing knowledgebase content up to date and relevant.
- To work with directors, team leads, and business development teams to learn the process of managing key customer accounts.
- To lead other member of the growing support team in the day-to-day customer support and operation procedures and processes.
- Work closely with the 2nd line support to establish an efficient coordination between Customer Success and R&D teams.
- Organising engineer visits for:
 - installations and commissioning of the installed IoT devices
 - service calls for existing IoT devices.
- Daily interaction with operations and technical teams to ensure all documentation and support processes are accurate and up to date.
- To work with the directors of the company in planning and controlling change.
- To provide verbal, and written, well-structured reports to the company's directors as, and when, required.

Skills, Qualifications & Competencies

- Outstanding communication and interpersonal skills.
- 2-3 years proven experience in a similar role.
- A relevant college or university qualification
- A leader with both creative and analytical capabilities.
- HubSpot Service Desk or alike customer support ticketing system (Zendesk, Freshdesk, Salesforce).
- The ability to plan, prioritise and deliver schedules of work to meet customer needs.
- A very high level of attention to detail.
- Shows a high level of ability to manage customer relations.
- Demonstrate a high level of communication skills, both verbally and in writing.
- Shows a high level of empathy in their dealings with customers and colleagues.
- Demonstrates the ability to evaluate the relative success of the customer interface and makes changes when necessary.
- Is a good team player and recognizes the contributions of other colleagues.

Salary & Benefits

The role comes with a very competitive salary and an extensive suite of benefits. Salary will be dependent on relevant experience. This is an excellent opportunity for the right candidate to move to an innovative, successful business with ambitious growth plans. If the role excites you and you share our values, we would be delighted to hear from you. Please send your CV to careers@fexillon.com

Fexillon is an equal opportunities employer.