

Benefit Partners Limited (t/a Belong)

JOB DESCRIPTION

Job title

Customer and Merchant Success Manager

Purpose

Belong is New Zealand's most dynamic employee benefits and recognition platform. Our customers get awesome ways to deliver love and recognition to their employees.

As the manager of Customer and Merchant Success your role will be to ensure that all our customer touchpoints deliver an outstanding customer experience and help us achieve our goals

Specific Duties & Responsibilities

Onboard new customers and merchants.

Own the overall relationship with assigned clients, which includes: Increasing adoption, ensuring retention, growing revenues, and satisfaction.

Assist customers and merchants with offer set-up, to maximise revenues and user experience for merchants, customers, and Belong.

Assist and educate customers and merchants to effectively use Belong to meet their business goals.

Develop customer and merchant support material.

Analyse Belong usage and feed insights back to customers.

Design and develop end to end experience journeys across products and customer endpoints which help create the Belong community.

Understand the actors in the experience process and ensure their needs are built into the business process

Advise on technology options which can help us understand our users better and give them a better experience.

Work to identify and/or develop upsell opportunities.

Performing other duties as assigned.

General Duties & Responsibilities

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this Position Description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

Skills, Experience & Education

Customer on-boarding experience

Excellent interpersonal skills

Business/advertising writing experience

Image editing skills

Customer experience design -3 years plus

Computer skills including data analysis

Requirements gathering and documentation

People Leadership and Coaching