

Position Description

Customer Success Consultant



LAST UPDATED: December 2021

LOCATION: Canberra or Sydney

Ready to join a transformational team working at the forefront of location data intelligence? It's an exciting time to be part of the growing Geoscape team.

ABOUT THE ROLE

The Customer Success Consultant will monitor and manage technical relationships with customers, which includes on-boarding, implementation, training, increasing adoption, ensuring retention and achieving high levels of customer satisfaction.

In this role, you will be a trusted and strategic advisor for our customers who will help drive the continued value of our products and services. You will maintain and develop customer success processes and best practices, as well as customer support content.

WHO WE'RE LOOKING FOR

A strong communicator who is technically skilled, with a desire to understand and deliver on customer requirements. You will be able to;

- Confidently consult with customers to help them achieve the best value from our products and services.
- Support customers to transition from a novice to confident users of our products.
- Demonstrate your acumen for technical product operations and support.
- Deliver engaging presentations to educate customers and communicate technical information.
- Communicate effectively and build strong relationships.
- Maintain relevant customer success metrics.
- Maintain accurate records of customers and your engagement with them.

Importantly, we need you to be a role model of Geoscape values and enhance our already impressive team culture.

WHAT DOES THE DAY-TO-DAY LOOK LIKE

- Serving as a day-to-day contact for customers, building trust and rapport while identifying areas of opportunity for them to improve and grow off the back our evolving products.
- Highlighting and documenting best practices to fuel knowledge repositories, communities of practice etc.
- Reviewing and contributing to customer journeys, identifying opportunities for additional support and taking a consultative approach in helping customers overcome issues and achieve goals associated with the use of our products.
- Facilitating the interaction between organisational team members, including third-party service providers, to ensure Customer Success deliverables are produced on time and to the agreed levels negotiated with customers.
- Collaborating, problem solving, and/or developing plans for upcoming customer meetings with team members.

- Preparing necessary documentation, examples, or visuals to support customer engagements.
- Working with the sales and marketing teams to understand customer motivations and to develop case studies demonstrating our product value.

SKILLS and EXPERIENCE

- Experience in communications, marketing, sales, account management, service delivery, customer success or a related discipline.
- Well-developed verbal and written communication skills.
- Problem solving, analytical and process-oriented mindset.
- Comfortable working across multiple departments in a goal driven environment.
- Active team player, organised, a self-starter, and multitasker who can quickly adjust priorities.

It would be advantageous but not essential if you have had experience in:

- Working within a spatial, IT or related technical services business.
- Working with Salesforce.
- Working with Atlassian products.

JOIN OUR TEAM OF INNOVATORS

Data was once an abstract idea. Today it's woven through our lives, linking the physical and the digital, informing the choices we make in rapidly evolving social and geographical landscapes.

Geoscape Australia is a trusted source of accessible location data, and an independent and self-funded company owned by the governments of Australia.

Promoting innovation is our cause. In the data-driven economy, our data powers new technologies, products and processes, improves productivity and stimulates economic growth.

With a history of collaboration and a culture of shared thinking, we push beyond what we know today to approach new challenges with a fresh perspective.

The result? For businesses and governments, the data required to make better decisions. For our people, the chance to build a meaningful career solving real-world problems.

OUR VALUES

Passionate about People. We're passionate about making a difference and putting people first in the decisions we make.

Proven Knowledge. We have a continual thirst for knowledge, experts who are always looking to learn.

A Leader's Mindset. We're agile and nimble, leading the way through our innovative and creative thinking.

Respectful Collaborators. We're respectful, optimistic and encouraging, celebrating diverse backgrounds and perspectives.

This team culture, combined with a focus on equality and diversity in the workplace, makes Geoscape a great place to work.

Are you ready to join us?