



## CUSTOMER EXPERIENCE ASSOCIATE

### THE TEAM

Our Customer Experience Associates join a team of accomplished professionals that have high standards and are driven to succeed. With a “can-do” attitude, the team are devoted to our customers, working with a varied range of large corporate companies, medium sized businesses and smaller enterprises. We’re looking for someone with an entrepreneurial spirit and if you’ve got a great idea then we want you to share it. This is your chance to join a team delivering unrivalled service in their industry.

### THE CHALLENGE

Inflo are looking for talented individuals to join a fast-paced environment. You will help to power the biggest revolution in the accounting industry in decades.

### THE ROLE

The Customer Experience Associate will play an important role of supporting a client through their customer journey. They will act as a key contact for potential customers and existing users to answer their queries and maintain client satisfaction. You will work closely with our Managers to proactively share information and ideas, ultimately supporting the growth of the business.

### YOU WILL

- Be the first point of contact for our customers
- Maintain our CRM system for accurate reporting
- Provide regular MI reporting to the wider team

- Identify any weaknesses or areas for improvement including feature ideas or customer training requirements
- Provide innovative ideas for improvement or automation
- Proactively contact current and potential customers to drive the service forward
- Qualifying and engage with leads to help prospective customers learn more about Inflo
- Develop our FAQ page and encourage self-supporting behaviour
- Incident Management
- Support Managers with creating documentation, system guidance, process building etc.
- Attending meetings with clients via conference call or face to face.
- Attending conferences or awards ceremonies to represent and promote the business

### THE SKILL SET

- Bachelor’s degree or equivalent experience preferable
- Strong business acumen and enthusiasm
- Dynamic and proactive
- Excellent telephone manner and written communication skills
- Knowledge of the accounting industry would be advantageous

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### **WHAT WE OFFER**

As a member of the Inflo family, you'll also enjoy some pretty special benefits including the following to name a few:

- A competitive salary within a rapidly growing technology company
- Continued professional development
- The opportunity to work with our teams around the globe
- 25 days holiday with an additional 0.5 days for every year of service
- Flexible working environment
  - Opportunity to work from home
  - Casual dress code