



Job Title

Customer Success Exec

Location

Singapore

About 3radical

3radical is a software company that provides services and solutions to enable organisations to better engage with their consumer and employee audiences. These solutions deliver engagement experiences that are so compelling and immersive that audiences cannot help themselves but to respond, connect and seek further participation, enhance loyalty, and contribute to an increased commercial performance.

These solutions are powered by Voco, 3radical's award winning platform. Voco has a set of built-in template mechanics that enable users to create interactive journeys that can deliver contextually relevant, highly rewarding experiences, in the moment, via digital channels such as web, email, mobile app, social and chat.

3radical sells its solutions globally through offices in the UK, US, Singapore.

Learn more at www.3radical.com

The Role

The CSE primary responsibility will be to perform the technical implementation and deployment of the product solutions for the customer to ensure we achieve success.

The Customer Success Executive will support the 3radical team, our clients, and their audiences in the use of our ground-breaking Voco platform and the experiences it powers.

The role will include you providing an essential front-line service to clients and their audiences through the provision of an efficient and effective support and operational service.

Furthermore, you will provide support to our sales and development teams in discovering customer needs and testing our own product development

Responsibilities

The role includes:

- Project and implementation management of 3radical Voco platform to meet client requirements
- Using the 3radical Voco platform to configure client experiences.

- Configuring and monitoring client experience activity reports
- Ensuring that clients are aware of the success they are having and are satisfied with the results being achieved and the relationship with 3radical overall.
- Identifying and making recommendations for improving client success.
- Ensuring that brand customers are referenced and supporting 3radical marketing in spreading the word about clients and their success.
- Identifying upsell opportunities for 3radical within brand clients and working to ensure these are realized.
- Testing of new 3radical platform features and fixes
- Monitoring and responding to client queries through the service support desk

Overall – to ensure that clients and partners receive the highest level of service and success through their relationship with 3radical.

Essential Skills and Experience

You will be:

- Confident and experienced in the use of computer software and have experience using typical applications such as MS Word, Excel, online messaging/collaboration tools etc.
- In possession of strong communication skills - both written and verbal and have an exceptional eye for detail.
- Flexible and able to carry out a wide range of tasks as required in our rapidly growing business.
- Interested in and a user of technology for communications such as smartphones and solutions developed for them including messaging and social media apps.
- Able to work under pressure and maintain good relationships with all interested parties.
- Quick to learn with the ability to solve problems and think creatively.
- Comfortable working as part of a team, as well as being a self-starter and taking the initiative to ensure the success of our clients and our business.
- As Customer Success Executive you will be required to travel to and participate in both client and internal meetings.
- Experience in using marketing technology (e.g., email marketing tools, marketing analytics tools, campaign management tools, social media publishing tools) is a requirement. Experience of reporting and analytics tools or databases (e.g.: Google Data Studio, Power BI, Tableau, Quicksight, MySQL) would be beneficial.

- Have a hands-on experience in CSS and styling basic layouts will be an added advantage
- Possess user interface debugging skills with an understanding of cross browser issues and able to work in a fast-paced environment on multiple projects

Desirable Skills and Experience

- The candidate should have experience in either an agency, marketing services provider or marketing technology provider as an Account Manager or Customer Success Manager.
- Demonstrable experience of working with senior marketing or sales stakeholders and delivering complex projects is important.
- Superb interpersonal, customer relationship, communication, organisation, and project management skills are required. 3radical brand clients are demanding where we work in a fast paced, dynamic environment where deadlines are often tight.
- Knowledge or experience of CSS configuration would also be of value the ability to work on your own initiative will be critical.
- 3radical operates within a fast-moving environment and is has a growing international team where everyone contributes – flexibility is therefore key as priorities rapidly change as we work across multiple time zones.
- Digital savvy, good knowledge of application usage and digital platform
- Willingness to learn and explore more

Remuneration

Remuneration will be commensurate with the successful candidate's qualifications and experience.

Working Hours

Our core working hours are Monday to Friday 9:00am to 6:00pm but flexibility is a must as working hours will change according to project and client demands. The ability to be "on call" from time-to-time is also required.