Customer Success – Support Administrator

Alkemygold Limited (Alps) is an EdTech company specialising in KS4 and KS5 analysis and training. We have two main areas of work. Firstly, analysis for schools, colleges, Local Authorities (LAs) and Multi-Academy Trusts (MATs); and, secondly, delivering specialised training and conferences for teachers and educational professionals. We are a market leader for KS5 analysis in England and Wales and are ambitious to grow further in the UK sector and internationally.

You will be a key member of a small, highly productive, friendly and efficient team. The work is highly rewarding and the workplace is a real hive of activity. The office is a happy one, and you will find your colleagues helpful, supportive and flexible. We have implemented a hybrid working pattern to suit each of our teams, this role will include one to two days in the office each week. It is the ideal environment for those who wish to develop their skills within a thriving and successful company.

**Outline of your role**

This is an opportunity to make a huge difference in an evolving and growing Customer Success Department.  This role will play a crucial part in liaising with our UK and International schools and colleges.

You will be responsible for providing excellent onboarding support to new customers and providing technical support to existing customers with day-to-day troubleshooting across phone calls, emails, and live chat.  You will have the opportunity to learn from our longstanding customers and become the go-to person for them.

You will report directly to the Customer Success Manager and be ready to start making a difference from day one. The Customer Success Department is the driving force behind putting the customer at the heart of the business.  This role provides opportunities to develop new skills and work with other teams within the company.

**About you**

* Enjoy speaking to and helping customers
* Excellent working knowledge of Excel
* Strong written communication skills
* Tech Savvy
* Love data!
* Awesome organisational and project management skills
* An interest in supporting a customer journey and driving improvement to customer engagement
* An interest in the education sector
* Eager to make a difference
* Enthusiastic to learn and develop
* Previous experience working within a customer success or a SaaS environment experience is preferable but not essential

**Salary:** Competitive salary, plus pension contributions and private healthcare

**Hours of work:**  Monday to Friday 8.30am-5.00pm

**Holidays:**  25 days per annum. Due to the fact we are a small team, during the very busy report production period August to October half term extended holidays are not permitted.

**Notice period:**  1 month

**Employment Type:**  Permanent