KisanHub

Connecting supply chains from seed to sale

Customer Success Manager

KisanHub is one of the leading providers of software to the Fresh Produce Industry in the UK. We are a young and exciting company and we are looking for a Customer Success Manager to join our growing team and to help shape the future of KisanHub!

Reporting to the Head of Product, the ideal candidate will have great relationship building skills and can build long-lasting positive rapport with our customers. You will be responsible for providing an excellent customer service experience and helping customers achieve their goals using our software.

Ideally, we would like someone who has some experience in the agricultural industry, as we think it is key to our business to have someone who can empathise with our customers. However, if you have strong customer relationship building skills and a willingness to throw yourself into a new industry - we would still love to hear from you.

Responsibilities

- You will become the go-to person for our customers and you will be their voice within KisanHub
- Onboarding and training of new customers- remotely and in-person when possible
- Manage our support desk to answer customer queries and work with the product team to provide resolution for any software issues
- Develop and maintain excellent knowledge of our product
- Maintain effective support documentation
- Support the product team with customer liaison, feedback and software testing
- Ensure retention and satisfaction of our clients

Requirements

- Knowledge and experience of the agricultural industry and an ability to converse confidently with its stakeholders

- Be a good problem solver and use your initiative
- Excellent written and verbal communication skills
- Enthusiastic and self-motivated, including when working from home
- Willingness to learn and develop new skills
- Ability to discuss and present ideas persuasively in a group setting
- Driving licence and own mode of transport, willingness to visit UK businesses (Covid permitting)

What we offer

- Salary £30,000+ depending on experience
- Enterprise management incentive share scheme
- 25 Days Holiday
- Pension - 3% contributions (rising with statutory minimums)
- Flexible working, home-based and from the office occasionally as needed

If you would like to apply for this role, please get in touch and send your CV to Jonny at jonny@kisanhub.com