



Perfect Portal UK Ltd

Position Available: Client Success Manager

SCOPE

Perfect Portal is an exciting Global Software Company based in Churchtown, Southport, London and Australia.

We are expanding our Southport Team and are looking for a Client Success Manager.

Position Objective

As a Client Success Manager you will be responsible for managing Perfect Portal's UK clients.

RESPONSIBILITIES

You will be responsible for the effective 'on boarding', training, development and success of Perfect Portal clients. The role will primarily be focussed on maximising penetration of Perfect Portal services within new and existing clients through phone calling, emailing, webinars, training and face to face meeting.

You will also be responsible for monitoring client usage, identifying potential issues and developing plans to prevent or resolve these.

You will also demonstrate new features, products and add-ons to clients with poise. Achieve individual and team targets. Use Salesforce to co-ordinate and record details of client visits and Build ongoing relationships with clients and business partners and arrange testimonials and referrals.

Key selection criteria

- Your commitment to exceptional customer service, building relationships and continual improvement will see you win in this role. You will be a highly positive individual who thrives in a high achieving, fun and fast paced environment and will bring to our team your ability to:
- Thrive on meeting deadlines
- Travel to visit clients, attend marketing events and team training activities.
- Use your experience together with your understanding of law firms and the common areas of law they practice to help clients get the most out of their PERFECT PORTAL investment.
- Have excellent PERFECT PORTAL product knowledge.
- Commit to ongoing learning of PERFECT PORTAL features and benefits to develop and maintain your product knowledge.
- Ability to work effectively both individually and as part of a small team.
- Be a highly organised and self-disciplined team member.
- Have a professional approach and positive attitude to your work



- Communicate clearly and precisely, both verbally and in writing.
- Present with flair and poise.
- Have excellent attention to detail.
- Possess a friendly and patient disposition.
- Be empathetic and a good listener.
- Enjoy problem solving.
- Have flexibility towards a wide variety of tasks.
- Computer literate, including Microsoft Word, Excel, and PowerPoint.
- Experience working with Salesforce CRM would be advantageous.
- General understanding of the Legal and Conveyancing industries.
- 6-12 months experience in a similar role would be advantageous, however this is not essential for the role.
- Full driver's license

WHY SHOULD YOU APPLY?

Perfect Portal is an equal opportunity employer and is committed to excellence through diversity. We have a high-performance culture and we're unapologetic for demanding the best because we know that's what sets us apart. We expect wholehearted enthusiasm, excitement and an effort that overshadows any feeling of obligation - because it's not a job with Perfect Portal, it's a love for what you do. To be part of our team you need to be intelligent, dedicated and determined to make a difference to the lives of the clients we serve each and every day. Life at Perfect Portal is not for the fainthearted - we're looking for people who fire on all cylinders and face challenges head on. At Perfect Portal we offer:

- **Terrific benefits** - monthly massages, fresh fruit, coffee, tea & breakfast is supplied daily
- **A fantastic culture** - open communication, great work/life balance, a high performance, and friendly work environment
- **Rewards & recognition** - probation celebrations, all-staff birthday and service anniversary celebrations and referral schemes

Perfect Portal is a young and vibrant company who can offer you a genuine career. This is a great opportunity to be a part of our dynamic and motivated New Business Team.

If this sounds like the perfect role for you then we would love to hear from you!

Job Type: Full-time

Salary: £20,000.00 to £25,000.00 /year