

Australia Jobs Expertini®

Client Solutions Specialist

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Company: James And James Fulfilment

Location: Australia

Category: other-general

This is the perfect chance for you to immerse yourself in the ever-evolving world of eCommerce fulfilment and deliver an outstanding experience for our new clients.

Who are we? We're a trusted fulfilment partner for hundreds of eCommerce brands, not only in the UK but internationally. Since 2010 we've grown our HQ here in Northampton, and have also put down roots in America, Australia, Canada and Europe and there's no sign of us slowing down yet.

What you will be doing... You will own the critical early phase of our customer lifecycle, integrating new clients, and setting them up for fulfilment success! You'll be in regular contact with clients to answer any questions they have, as well as deliver first-class training through online demo's and support. Your primary goal will be to ensure our clients are getting as much value as possible from the James and James Fulfilment service and our technology platform, while providing them with a seamless onboarding journey as a new customer to the business.

Your role will include:

Supporting our clients with channel integrations using your in depth knowledge of our software solution, ControlPort
Creating tailor made transition and campaign plans according to the needs of our clients
Providing a detailed handover of new clients to our client services team
Why work for us? Starting salary of £27,810 1 day working from home each week, 4 days in the Northampton office 25 days holiday plus 8 bank holidays and 5% matched pension Healthshield - GP anytime, cashback for prescriptions, optical, dental...

Enhanced company sick pay Enhanced maternity pay Life assurance Zen Den- a dedicated, quiet space to relax, unwind, meditate or reflect Mental health team, fully trained to give

support should you need it Cycle to work scheme We know that great people learn new things quickly, but we would love it if you have the below experience and skills... You are a fast learner and can wrap your head around new tech quickly Handling multiple tasks and projects doesn't faze you, in fact you thrive off being busy Building great relationships comes easy to you You have previously worked in a customer focused / customer success role If you have previous experience in eCommerce / logistics this would be highly beneficial Our hiring process To maintain impartiality in the selection process and prevent bias from influencing shortlisting decisions, all applicants are systematically reviewed blindly by anonymising CV's If you're shortlisted, you'll have a call with Steph our Recruitment Manager You'll have an interview on site with our Onboarding Manager, Hollie You get offered the job and start your amazing new role with James and James At James and James, we welcome and value diversity. We believe in fair hiring practices and are dedicated to considering all candidates equally, regardless of their race, colour, religion, gender, national origin, age, sexual orientation, disability, or any other protected status. Should you require any reasonable adjustment for the role or interview process please email and we'd be happy to discuss these with you.

Keywords: Client Solutions Specialist, Client Support, Customer Onboarding, Account Manager, Account Support, Customer Solutions Executive, Customer Onboarding Coordinator, Client Implementation Specialist, Customer Onboarding Executive, Ecommerce Support

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