

Australia Jobs Expertini®

Head of Client Success, Enterprise

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Company: Rewardgateway

Location: Haymarket

Category: other-general

Client Success, Melbourne or Sydney, Full Time, \$130,000 - \$140,000 / yearJob

Description In May 2023, Reward Gateway was acquired by Edenred. Established for over 50 years and a CAC40 company listed on the Paris Stock Exchange, Edenred is a leading digital platform and the everyday companion for people at work, connecting more than 60 million users, 2 million partner merchants and nearly 1 million corporate clients across 45 countries. Reward Gateway, together with Edenred, are a global market leader in benefits and employee engagement. We help our clients and their leaders to transform employee experience that will attract, engage and retain top talent through employee benefits, strategic reward and recognition, well-being, and much more. With our shared missions of 'Making the World a Better Place to Work' and 'Enriching Connections, For Good', you'll be contributing to improving employee engagement and building better, stronger and more resilient organisations to improve people's daily lives. Our shared mission guides our every action and charts a sustainable path to a better future. What's in it for me? OTE of circa \$165k This role will sit within our APAC leadership team with responsibility for 6 Enterprise Client Success Managers. There are genuine pathways to career progression and you will be collaborating with some of the top performing leadership professionals within our HR Tech sector. You will be part of a high performing Client Success team within an extremely well established, stable and high growth 'Unicorn' SaaS company that has a Glassdoor employer rating of 4.9 out of 5. You will have strategic support from our world class APAC Marketing team, incredible thought leadership material and hands-on partnering with Reward Gateway conferences and webinars such as the Reward Gateway Live: 2024 HR

Trendsevent at the Museum of Contemporary Art, Sydney. You will receive over 76 individual employee benefits and perks within our Benefits Centre including:

A flexible vacation plan of up to 45 days per year

\$750 a year Wellbeing Allowance

Substantial bonus payments for a number of life events including pet adoption, wedding/civil ceremony, new family, retirement.

Employee, friends and family discounts across hundreds of retail, hospitality and lifestyle brands Flexible, Hybrid Working:

Our office is for you to use as much as you like; as a minimum our APAC Client Success Team works from our Sydney office or Melbourne office at least twice a

week. Key Responsibilities Our mission is to 'Make the World a Better Place to Work' and to achieve this mission we are focused on being ANZ's most loved Engagement

Platform and Community. Our Head of Enterprise Client Success will play a pivotal role in this journey by leading, coaching and developing our team of 6 Enterprise Client Success Managers to create maximum client advocacy and loyalty. Main duties include:

Overall strategic management and responsibility of the APAC Enterprise client portfolio

Leading your team through creation of proactive account based plans, taking a deeper view of the risk and opportunities within your team's portfolios and strategies to respond to these.

Delivering strong client advocacy, ensuring our enterprise clients receive solution focused insights and high levels of service while maintaining and/or implementing process improvements to streamline operations

Delivering against your team's client retention, expansion sales opportunities, and usage targets.

Coaching your team to perform accurate health forecasts and client lifecycle plans/activities through regular personal development plans, one to ones and quarterly reviews.

Proactively building and strengthening relationships with all key client contacts to maximise retention strategies, enhance multi-threading, and build advocacy across our enterprise accounts, including supporting the CSMs with client opportunity and/ or issue escalations.

Partnering with the Sales Leaders to introduce and continuously support ways of working between the CSMs and the Strategic Account Management team to maximise our delivery of a strong, consistent client-centric experience.

Collaborating with our Product Team and Product Marketing to ensure we have high

levels of awareness of our client bases current and future solution requirements.

Working closely with the Head of Sales to support key retention opportunities, respond to RFPs, and attend pitches where required.

Skills Strong levels of experience in managing and leading teams within an enterprise SaaS solution.

Proven commercial success against retention, growth and usage targets

Ability to evidence success of performing against client satisfaction deliverables and a passion for team success.

Ability to manage and influence through negotiation and consensus building.

Strong empathy for clients and passion for delivering positive outcomes, client growth and exceeding expectations.

The Interview Process Telephone interview with our Senior Talent Acquisition Partner, APAC

First stage virtual interview with our Client Success Director, APAC and our Head of Sales or our Head of Implementation, APAC

Take home presentation task

Final stage virtual or in person interview and presentation with our Client Success Director, APAC, Managing Director, APAC and Sales Director, APAC

At Reward Gateway, we are committed to ensuring an inclusive and accessible recruitment process for all candidates. If you have any specific requirements or need reasonable adjustments at any stage of the recruitment journey, please let your Talent Acquisition Partner know. Your needs are important to us, and we want to ensure an equitable experience for every candidate. Be comfortable. Be you.

At Reward Gateway, we want all of our employees to feel comfortable bringing their passion, creativity and individuality to work. We value all cultures, backgrounds and experiences, as we truly believe that diversity drives innovation. Express yourself, join our community and help us Make the World a Better Place to Work. We hire BETTER.

Find out more about Reward Gateways approach to benefits, equality, talent, technology, empathy and what you'll get in return for joining our Mission at rg.co/lifeatrg. Sales

Melbourne or Sydney

Full Time

\$100,000 - \$120,000 / year

Client Success

Boston/Rochester

Full Time

\$90,000 - \$100,000 / year

Client Success

Melbourne or Sydney

Full Time

\$90,000 - \$94,500 / year

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