



Role Description: Customer Success Officer

Are you passionate about real world learning?

Join Us! We are seeking a Customer Success Officer to help deliver awesome experiential learning programs and experiences which help people build skills for the future of work.

About the role:

The Customer Success Officer is responsible for supporting Practera's platform customers and end users, and will work at the nexus of customer experience, product and user support. The key success criteria for this role is ensuring that our customers and users have a positive Practera experience!

This role will support and collaborate with customers and colleagues nationally and globally and can be based in Sydney (preferred) or Melbourne (we have an office here too!) and will report to the Director - Customer Success (Sydney-based).

About you:

You are a dynamic individual who can switch between engaging with customers on projects, responding to user queries, testing configurations, and working on technical issues with our engineering team. You will have a great eye for and attention to detail, time management and organisation skills. You thrive in a fast and agile working environment, and enjoy solving problems for product users, keeping things moving and improving processes. You are a 'digital native' comfortable with learning and using new technologies. You have a keen interest in edtech and/or experiential learning and you're looking to grow, develop and be challenged!

Remuneration

- \$65K base + 9.5% Superannuation + \$5K bonus + Employee Share Options
- Enjoy a fun startup environment, CBD startup co-working, portable Apple equipment and leading innovation, leave & flexibility arrangements
- A culture that supports Work From Home days when needed

About Practera:

Practera is a fast growth Australian edtech startup. We're on a mission to help millions of people build skills, navigate the future of work and create life opportunity.

Our Practera platform improves the way people "learn by doing". Practera powers a range of experiential learning programs and apps for educators, learners and mentors deployed by Universities, Governments, Employers and other providers in Australia and around the world.



We are a global and distributed team HQ'd in Sydney and with people in Melbourne, Brisbane, Perth, Boston, Ottawa, Colombo, Singapore and Kuala Lumpur. Our passionate, diverse team and friendly culture are the foundation of our success, and our #1 value is delivering positive experiences – for our staff, customers and students!

Scope of role:

- Supporting the end-end customer experience - including contracting, design, onboarding, configuration, documentation, testing, deployment, customer support and reporting, collaborating with other Practera functions (eg; learning design, programs, engineering) as required
- Ownership of Practera's end user support processes and frontline responsibility for end user support
- Data-driven program monitoring, evaluation and reporting on client programs and experiences
- Participating in the continuous improvement of Practera's customer success processes and experience in collaboration with broader functions (eg; sales, product, engineering)

The ideal candidate

You should have the following experience and credentials:

- Minimum 2 years' experience working in a customer success / customer support role, preferably in a tech product and/or Higher Education context
- Demonstrated capability in project management and experience in managing a range of competing priorities
- Demonstrated proficiency with education technology and/or other relevant project management, CRM and collaboration technologies
- Tertiary qualifications in a relevant discipline

You also demonstrate:

- A resilience and flexibility towards change and challenges #startuplife
- An ability to learn and adapt quickly; quickly get a firm grasp of Practera's technology and processes
- The ability to work and thrive in a fast-paced environment and prioritise work
- A passion for quality learning and the learning experience
- Excellent teamwork, communication and interpersonal skills
- Attention to detail is a must

To apply:

Please send your CV and a cover letter to Shi-Shi Truong (Director, Customer Success) at shishi@practera.com