

Customer Success Associate



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 07, 2024
Published : Sep 07, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

About Q4

At Q4, we make an impact together, obsess over our customer, operate with integrity, and bring big ideas to life.

Q4 is charting a bold new path for investor relations as the first AI-driven IR Ops Platform, providing everything an IR team needs to succeed on a single, powerful platform. The Q4 Platform enables public companies to attract, manage, and understand investors - all in one place. Over 2,600 customers, including many of the most respected brands in the world, trust Q4 to help drive premium valuations for their companies. Only Q4 offers a tech stack holistically designed to equip IR teams with data, insights, and smart workflows that power remarkable outcomes. Learn more at q4inc.com.

We hire smart, curious, and talented people to push boundaries, reimagine what's possible, and turn challenges into opportunities. All while keeping the needs of our clients at the heart of everything we do.

Come grow with us!

The role

The Client Success Associate (CSA) is responsible for directly managing a portfolio of clients; building and maintaining relationships while ensuring success at each stage of the client lifecycle. We are looking for someone that clients see as a trusted advisor, demonstrates professionalism, is very organized and has excellent problem-solving skills. By developing a deep understanding of the client portfolio, you will be well positioned to educate your client on the ways they can benefit from Q4's products and services.

Key Responsibilities

• Retention

- Proactively engage with clients at defined points in the lifecycle to ensure clients achieve their desired outcomes while using Q4's products and services
- Onboard new clients contributing to our focus on improving the client experience
- Track and monitor account health including usage, satisfaction, support cases
- Drive product adoption and enablement (as per roadmap)
- Escalate issues to appropriate internal resources as necessary

• Expand Client Lifetime Value

- Become a knowledge expert on all Q4 products and services; positioning upsell or cross-sells revenue where applicable
- Work cross functionally to relay identified revenue opportunities and support the sales process
- Initiate and partner on the renewal process as subscriptions approach their renewal date(s)

• Day-to-day Service

- Manage client relationships and advocate for the client in all interactions
- Ensure a timely response to inbound requests via email and phone
- Provide onboarding/training for the Q4 platform and service model
- Coordinate quarterly earnings events for clients
- Partner with internal teams to ensure a successful event
- Collaborate with internal teams and resolve client issues with urgency
- Acquire and maintain a strong working knowledge of the Investor Relations industry and keep apprised of its regulations, trends and best practices

Education and qualifications

- Superior client engagement and empathy, demonstrates success in building and maintaining effective client relationships, particularly with those in decision-making roles
- Outstanding communication and listening skills
- Ability to handle pressure, engage in difficult conversations and adapt to a changing work environment
- A team player with a growth mindset
- A self-starter who solves problems independently by exercising judgement based on available information
- Provides creative insights and/or solutions to address client/organizational challenges.
- Knowledge of or ability to easily learn common client success platforms such as Salesforce
- Demonstrated ability in remote training/onboarding skills via telephone and/or screenshare
- 1 - 2 years of relevant work experience, preferably in customer facing roles University or college degree
- Special consideration will be given to candidates possessing a strong knowledge of, or experience with, financial/capital markets

Other

• Occasional after-hours involvement may be needed for important client events, escalations, or holiday coverage. This role may also require weekend or holiday support in special cases, such as earnings reports or urgent situations.

Why Q4?

We are motivated by solving complex problems in unorthodox ways. Emphasis on your well-being means you experience your true potential. We offer a variety of benefits to ensure you can always work hard and have fun:

- Health, wellness & lifestyle benefits to balance your heart, mind, and body;
- Pension matching incentives to support your financial health;
- Flexible paid time off so you can truly recharge and enjoy life;
- Choose your home, one of our trendy offices, or mix it up with our flexible working environment;
- Virtual team building and socials, keeping people connected is important to us; and
- A fantastic culture to top it all off!

Join #Q4orce

Q4's diverse and inclusive workplace fosters a friendly, open-minded environment. Diversity makes us stronger from the increased pace of innovation to strengthening our culture. With great reasons to work here, take advantage by submitting your application to join our growing team.

Q4 values diversity and people of all backgrounds and abilities. Should you require any accommodations prior to or during the interview process, please contact hr@q4inc.com.

#LI-Remote #q4orce

[APPLY](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
