

## Customer Success Associate

Office Location: **Ludlow/Milton Keynes**

Work Location: **Office/Hybrid**

Reporting to: **Head of Customer Success**

Employment Type: **Full time**

Department: **Customer Success**

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### Application process

Contact Romy Burgess, Head of Customer Success

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### About Kinetic

We are the UK's leading supplier of event management and student accommodation software to the higher education sector. Our team of 75 people work out of our Milton Keynes (HQ) and Ludlow offices in the UK and from our US office, generating annual revenues of around £10m; we're growing at around 10% per annum. We're owned by Constellation Software Inc., one of the largest software groups in the world, providing fantastic opportunities for benchmarking, sharing best practice and learning.

Kinetic proudly supports 84% of UK and Irish universities, 60 universities in North America, as well as unique venues such as Lords Cricket Ground and the Merlin Group with our deep and powerful software offering. The culture at Kinetic is one of passion, drive and fun where everyone pulls together to deliver an outstanding customer experience, growth and profit.

We support personal development and build on individual strengths, providing options for career progression across our business.

Kinetic is working towards an exciting but achievable goal of growing our revenues to £25M by 2025 through innovation and the reimagining of our product set. This will not only cement our position as market leader in the UK but also expand our presence in international markets.

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## Summary

This role provides a fantastic opportunity to join a growing Customer Success team, responsible for building strong relationships, steering product adoption and ensuring a consistently high level of customer service is provided across the business. As a Customer Success Associate (CSA), you will form an integral part of Kinetic's goal to provide the best in class products and service and will seek opportunities to drive improvements in our customer service delivery and internal processes.

Ideal for entry level candidates or candidates with experience in customer facing roles, the CSA role is one which has the potential to develop into a Customer Success Manager (CSM) and take responsibility for a set of customer accounts. This role provides an unrivalled opportunity to gain experience across various parts of the business, hone your customer service skills and become an expert in our products.

## Responsibilities

As a CSA at Kinetic, your day to day activities will vary as our business continues to grow, providing an exciting and diverse working environment where you will have the opportunity to make a real impact.

In your first few weeks at Kinetic, full training will be provided across our products and you will have the opportunity to shadow our CSMs out in the field meeting with and delivering training to customers.

Key responsibilities post onboarding will include:

- **Customer Onboarding** – You will be part of the full customer lifecycle and will build an in-depth and invaluable understanding of our customer base. Being a part of the onboarding process will require you to work closely with the Professional Services team to implement the product and train new users.
- **Training and Implementation** – As a CSA, you will be organising and delivering training on our products to our customers and assisting with system configuration.
- **Training Materials** – Our training resources include guides, videos and webinars and keeping these materials up to date will form an integral part of your role, ensuring our customers are kept informed of new product releases.
- **Administration** – Managing customer relationships requires a significant amount of administrative tasks. You will be assisting with the organisation of customer meetings, keeping systems updated with a record of customer interactions and creating customer success plans.
- **Facilitation** – It will be key to pull together different departments at Kinetic to guide outcomes and ensure an excellent customer service is provided at all times. As a CSA, you will regularly facilitate such meetings and ensure outcomes are followed up.

This role will include regular travel onsite to customers, generally in the UK however flexibility to travel internationally is a benefit.

## Skills

- **Customer-centric** – Driven to provide a 1st class customer experience and desire to act as the voice of the customer.
- **Naturally curious** – Enjoy solving problems and identifying ways of streamlining and changing internal processes to enhance the customer journey.
- **Strong written and verbal communication skills** – Facilitating customer meetings and delivering product training will be key to this role and therefore strong communication skills are essential.
- **Product interest** – Interested in product development and desire to act as the customer representative to influence the product roadmap.
- **Tech-savvy** – Whilst there are no specific technical capabilities required for the role, a technical interest and understanding is important in providing the best support to our customers.

## Benefits

In return you will benefit from:

- 25 days annual leave, plus bank holidays
- An additional charity day each year
- Two additional wellbeing days each year
- Quarterly team social budget
- Corporate bonus scheme
- Health cash plan
- Company Pension
- Training and development opportunities

Kinetic provides excellent working environments at its offices, including kitchens with free tea, coffee and refreshments. Our social committee organises activities and events. All staff have access to a flexible benefits package.

## Other information

You will need to provide

- Proof that you have the right to work in the UK
- A reference
- A DBS check
- A Full UK Driving Licence