



Company Name: ProProcure Limited - www.proprocure.com

Location: Spaces, 1 Chalfont Park, Gerrards Cross, Bucks SL9 0BG

Salary Package: Competitive salary + benefits

Job Title: Junior Client Success Executive

Reporting to: Client Success Manager

The Company:

ProProcure is a SaaS technology company that works with some of the world's leading brands across 150 countries.

Our cloud-based procurement platform Geneus is a fully integrated system that uses best in class technology to manage complex products and supply chains.

We are small but ambitious and have exciting plans to expand our client base over the next 2 years as we push into our next stage of growth.

Working for us:

We pride ourselves on being agile through innovative concepts and ideas, created and delivered in a responsible manner offering great value for both our employees and clients.

The culture of our business is reflected in our values:

- Integrity - Demonstrating openness and honesty at all times
- Passion - Believing in our business and caring for our Clients
- Respect - Recognising each other's differences and strengths

The Role.....

We are seeking a dynamic energetic candidate with a thirst to learn and develop to join our expanding Client Success team in the role of Junior Client Success Executive.

The Responsibilities.....

Client Support:

- Maintaining client relationships by managing requests and responding within the timeframes agreed in the relevant clients' Service Level Agreement
- Maintaining client support mailboxes
- Managing issues and escalating as necessary to the Technical Solutions team
- Helping to execute client user adoption plans
- Preparing and maintaining the company wiki for client documentation
- Maintaining relevant client training material
- Set up ahead of training sessions, demos and workshops
- Attending and documenting output from meetings



Platform Configuration:

- Content management
- Manage the creation and execution of clients buying windows
- Supporting senior team members with platform workflow configurations and content modelling

Reporting and Analytics:

- Create and maintain client reports in Excel and PowerPoint formats
- Providing analysis and insights into client activity and spend data
- Create and maintain internal and external presentations
- Investigate client data trends and present these back to senior team members

To succeed in this role you should possess....

- Good organisation, time management skills and attention to detail
- The ability to work independently and as part of a team
- The ability to work under pressure in a multi-tasking environment
- Good verbal and written communication
- Good numerical skills to interpret data
- A desire to help people and provide an exceptional level of service

The successful candidate should live within a commutable distance of our offices based in Gerrards Cross.

Education

- Excellent GCSE and A Level results (or equivalent), degree preferable
- Good knowledge of Microsoft Office and Google applications

We hope you will share the enthusiasm and passion we have for our business and decide to come and find out more. If so, please send your CV in the first instance to careers@proprocure.co.uk