



Position Description

Position title: Client Success Specialist

Reports to: This position reports to the Client Support Manager.

Responsible for: Providing responsive and high-quality support, product guidance, training and issue follow-up to Fixus clients, while contributing to positive client relationships and service outcomes.

Purpose of the Position

The Client Success Specialist (CSS) is a professional who is responsible for developing a positive client experience and fostering healthy working relationships. They act as a bridge between their assigned set of clients and the business with a focus on promoting value through customer experience.

Our Values

Our strategic directions and day-to-day activities are guided by the following values:

- **Teamwork** – we work together to create success.
- **Learning** – we are always learning.
- **Quality** – we have high standards and expect quality work.
- **Integrity** – we perform all tasks with the utmost integrity and honesty.
- **Accountability** – we are accountable for our actions.
- **Ownership** – we take ownership of our successes and failures.

Position Specific Accountabilities

Key Performance Indicators	Expected Outcome
Average First Response Time	Less than 1 hour
First Contact Resolution Rate	Greater than 70%
Customer Satisfaction Score	Greater than 95%
Training	100% of assigned courses completed
Client Onboarding	Ensure new client product setups and configuration changes are completed accurately and delivered on time.
Security Focused	Ensure that all security related policies and procedures are followed and evidenced within systems provided. 100% compliance

Specific Duties Include:

- Develop and maintain healthy client relationships
- Coach and train clients in the use of Fixus products
- Evaluate and analyse client needs
- Build trust and transparency with clients
- Provide high-level technical and product support
- Onboards new clients
- Advocate on behalf of clients
- Encourage clients to make use of new features and products
- Promote value through customer experience
- Participate in the product improvement process

Note: Duties will be reviewed on a regular basis to meet the needs of the organisation as it grows.

Position Holder Attributes / Key Selection Criteria

- Client solution focused.
- Exceptional ability to communicate and foster positive business relationships.
- Accountability and personal organization are essential.
- A willingness to learn and the ability to rapidly acquire knowledge of Products, Policies, Procedures and Systems.
- Proven ability to work within a multidisciplinary team with demonstrable experience in managing multiple tasks, with the ability to plan, organise and prioritise work and resources to reach agreed successful outcomes.
- Demonstrated effective problem-solving skills with the ability to interpret information and determine an appropriate course of action.
- Good general computer skills with a working knowledge of Microsoft Word, Excel & Teams.
- A good working knowledge of the internet.