

## Customer Success Associate (Fintech Startup)

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Company: Acre Software

Location: United Kingdom

Category: other-general

**Acre is rebuilding the UK's £1.4 trillion mortgage market from the ground up, with a completely new, end-to-end management system for mortgages.**

Our platform cuts out the unnecessary admin, pain and friction from buying a home. We're covering the entire journey, from figuring out what you can borrow, to getting your keys. We're guided both by the voice of real home buyers and by our close relationships with brokers, lenders and insurers.

Following a hugely successful 2023, where we proudly facilitated over £10 billion in mortgages for over 100,000 homebuyers, we are continuing to onboard some huge names in the mortgage industry and are looking to expand our team.

### The Role

This role is an excellent opportunity for someone get a unique exposure to working in a technology start-up and directly contribute to its growth.

We are looking for an Associate with an interest in finance and technology that wants to help make the home buying process better.

You will join our top-performing Customer Success team to help ensure that our firms are using Acre's platform seamlessly as we continue to grow our market share. You will work closely with other Acre teams, as well as senior leadership, and get a unique insight into other key roles within Fintech start-ups such as Product Management, Software Engineering and Testing, Business Development and Marketing, and Innovation.

## **Responsibilities:**

The role will constantly evolve to match the needs of the business and vary from day to day. You will begin by learning everything about Acre and our technology and before you know it, customers will be looking at you with starry eyes while you work behind the scenes to continue building industry-leading, world-class technology with the wider team.

Your day to day will involve:

- Providing support to all customers

- Troubleshooting and problem solving user enquires

- Training users on how to use our technology

- Learn all aspects of working in a fintech startup

## **About you:**

- Curious in nature and with a strong desire to achieve.

- Highly self-motivated and able to work independently.

- Have a strong attention to detail and high expectations.

- A resourceful, quick, sharp and creative problem solver.

- Passionate about people and making Acre customers happy.

- Excellent at communicating.

## **What we offer:**

- A chance to make an impact within a fully funded, early-stage Fintech start-up in a unique position to make a difference to the mortgage market.

Competitive salary.

One week of free accommodation for those relocating.

Private healthcare, a cash plan, pension contribution.

Cycle to work scheme.

Vibrant office in Shoreditch with monthly social events.

See our [page](#) for more of what we offer.

We're looking for people that will get stuck in and make a difference. We have a great collaborative, entrepreneurial team that are passionate about what they do. If you want to join a team that is tackling a big problem space, then we'd love to hear from you.

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