

United Kingdom Jobs Expertini®

Customer Success Specialist - Remote

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Company: iO Associates - UK/EU

Location: England

Category: other-general

Role: Customer Success Associate Type: Permanent Salary: £30,000 Location: Fully remote
Start: ASAP
iO Associates are working with a leading healthcare technology company who are seeking a Customer Success Associate to join their team on a permanent basis. The company are dedicated to revolutionising healthcare technology to improve patient outcomes and streamline operations. The role is remote but you may be required to travel to the office for meetings from time to time.
Key Responsibilities: Provide expert-level support to new and existing customers and internal team members Deliver training sessions and maintain training documentation Manage customer access and accounts on the Learning Management System (LMS) Assist in creating enhancement guides for new product releases Resolve Service Desk incidents and escalate issues as necessary Conduct system checks during project implementation tasks
Key Skills: Customer-first mindset Excellent communication and relationship management Endoscopy and healthcare patient administration knowledge (desirable) Proactive problem-solving Training and technical IT skills Time management and organisational skills
What's in it for you? 25 days holiday (+ bank holidays) 5% matched pension contributions inc Life Cover Option to join Private health care Structured career progression
If you're passionate about healthcare technology and have the skills to excel in this role, don't hesitate in applying now!

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