

Customer Success Specialist - Remote

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Company: iO Associates

Location: United Kingdom

Category: office-and-administrative-support

Role: Customer Success Associate

Type: Permanent

Salary: £30,000

Location: Fully remote

Start: ASAP

iOAssociates 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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