

**Customer Success Specialist Lahore Mar 21 11:17 AM**

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Company: Ilmx

Location: Lahore

Category: sales-and-related

ilmX believes that Customer Success is the act of providing timely, empathetic help that keeps customers' needs at the forefront of every interaction. This applies the principles of exceptional service in helping learners and organizations solve problems and support decisions but, in addition, part learning operations, and part customer success. This role is a hybrid of customer support & success function. Broad set of responsibilities: Oversee all post-sales activity to develop customer value and retention for ilmX Build & provide exceptional support using different tools and support mechanisms (phone, email, Whatsapp, slack, social media, chat bots etc.) Build knowledge base for support processes in the form of how-to articles/guides with step by step actions Document and share all learnings and feedback for continuous improvement Keep processes as lean and as simple as possible Document and support the onboarding process of new learners/organizations from intake to check-in including future enrolment process. Liaison with clients to understand recurrent challenges, successes and any potential support required What we are looking for (Must-Have Skills & Qualifications): Bachelor's degree and/or equivalent work experience Strong written & verbal communication skills (greater emphasis on written communication) Timely and excellent communicator with a strong focus on client relationships What will help you stand out (Preferred Qualifications): You are comfortable dealing with ambiguity, asking questions, taking up challenges and always looking for solutions to challenges and roadblocks You are comfortable owning multiple projects and driving them to closure Ability to apply technical understanding to outline problems, solutions, results, and learning Previous experience in a relevant role (customer management, customer support/success) How to Apply Does this

position sound like a good fit? Email us at [careers@ilmx.org](mailto:careers@ilmx.org) include this role's title in your subject line (it'll help us to sort through the emails). Send us your resume along with relevant links/attachments (only if applicable) that best showcase the relevant things you've done

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