

Job Title: Customer Experience Consultant

Location: Cardiff/Hybrid working

What is Sonovate

We are a lending and technology company with a clear vision: to be The Funding Platform for the Future of Work. Our embedded payment solution empowers the new world of work. By offering flexible payments, it lets recruiters, consultants, and labour marketplaces place contractors and freelancers to unlock their cashflow to capitalise on the opportunities that flexible working provides. This means our customers can draw funds as and when they need them to pay their workers while waiting for end clients to pay them on their own terms. Find out more about the story of Sonovate, checkout our Culture Playbook and here are some benefits if you were to join us!

The Opportunity

We are looking for a Customer Experience Consultant to join our team! In this dynamic and challenging role, you will be supporting Sonovate's ambition to deliver the best customer experience and foster long-term loyalty by driving positive customer outcomes, product adoption, and ultimately revenue growth. This role will be the primary point of contact for our clients, managing daily queries of our Mid-Market customers (lending volumes of between 3-8m) or Enterprise customers (lending volumes 6- £10m+). Working closely with the Customer Success Managers in each portfolio, you will understand the unique requirements of each customer and provide tailored solutions to enhance their experience.

Duties and Key Responsibilities:

- Serve as the primary point of contact for our customers, managing expectations, proactively addressing daily queries, and delivering tailored solutions to enhance their experience, fostering positive outcomes and satisfaction.
- Manage escalated issues from customers with empathy, collaborating cross-functionally with other teams to promptly resolve complex issues, maintaining high levels of customer satisfaction.
- Proactively build and nurture enduring relationships within the customer portfolio to ensure their long-term satisfaction.
- Promote product adoption and drive revenue growth through additional features, identifying opportunities for upselling or cross-selling.
- Stay up to date on product functionality and updates, continuously enhancing and developing your knowledge and skills to better serve customers.
- Collaborate closely with the Customer Success team to gain insight into each customer's unique requirements and business objectives.
- Serve as a trusted advisor throughout the customer journey, assisting in maximizing the value of Sonovate's products and services tailored to each customer's needs and goals.
- Maintain accurate records of customer interactions and inquiries within HubSpot and other internal systems, documenting resolutions and insights gained for future reference.
- Partner closely with the risk team to execute audits, promptly responding to identified areas for action.

Experience:

- Proven ability in managing and prioritising multiple customer service queries via email, telephone in line with set KPIs
- Proven escalation point for any customer issues with the ability to independently resolve accordingly
- Take ownership and provide appropriate solutions and responses according to customer needs and objectives
- Effective customer management in challenging situations whereby a solution is presented that generates a positive outcome for both the customer and Sonovate
- Outstanding communication skills in all verbal and written communication with our customers.
- Proven ability to collaborate with colleagues, other departments and external stakeholders
- Understanding what CHOCCs is, how these customers are managed and the surrounding processes
- Understanding the full system from end to end as a customer and Sonovate. Being able to support customers at each stage of the process, educating customers on how to use the system and be able to proactively solve problems when they arise.
- Undertaking product reviews with customers to determine if they are on the right product and feature set. Including being able to confidently discuss all product/service offerings.

What will you get in return?

- 28 days holiday + bank holidays
- Private medical insurance with Bupa
- Employee Assistance Programme
- Techscheme with Apple and Currys PC World
- Cyclescheme
- Working with latest technologies and leading SaaS providers
- Eye care vouchers with Specsavers
- 50% discounted gym membership
- 50% off mobile apps (Calm, Duolingo, Audible, Les Mills)
- 2 days charity leave per year
- You'll work for a company that is passionate about personal development and a strong community focussed culture

Sound interesting?

If your answer is 'yes' then please email your CV to Alex Morrell at alex.morrell@sonovate.com

We know that diverse teams are strong teams. We promote a diverse, inclusive and empowering culture and are committed to recruiting, retaining and developing all our employees.

Please note: All successful applicants who are offered a role at Sonovate will be required to pass background screening checks before starting with us. These checks will include National ID Checks, Right to Work, Employment References, Adverse Financial History, Criminal Record, Global Sanctions, Bankruptcy checks. Our Talent Acquisition team will be able to run you through these in detail at the early stage of your application.