



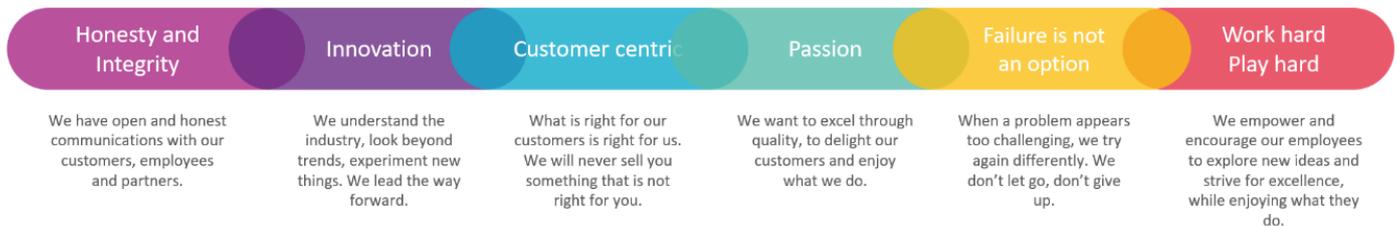
## Customer Success Representative (US)

### About Us

Aura is a Leading Global Managed Services company based out of London. We proudly partner with some prestigious global organizations supporting them through a significant level of growth, following high levels of investment. As an organization that specialises in business transformation, technology solutions and professional services, we stand out by delivering excellent levels of customer service. With this comes investment into technology, and an environment where you will have a strong level of autonomy, and the freedom to drive change, with backing from senior leadership.

The culture is fantastic, and certainly the right environment to build a career, with industry-leading benefits, and a modern outlook to the work-life harmony of staff.

### Our Values



### The Role

Following continued growth, Aura is looking to recruit a Customer Success Representative to assist us in our growth in the US. Ultimately, creating customer loyalty is the priority and the role will demand project co-ordination, account management and customer service capabilities in order to service existing direct and channel customers.

### Who are we looking for?

You will be responsible for ensuring and maintaining a high level of customer satisfaction working with partners and customers to address additional needs within their accounts. You will manage projects including resource management, quoting and service administration.

### Responsibilities & Duties

- Project co-ordination, providing structure and resource management
- Pro-active management of various portals to track order progress, pricing and tickets raised
- Internal service administration
- Providing customer quotations and pricing
- Assisting with the coordination of projects
- Monitoring the Customer Success inbox and dealing with incoming emails
- Creating opportunities within Aura's CRM and tracking through to completion
- Monthly reporting on tickets raised, invoices and PO's
- Pro-active account management and development of productive customer relationships
- Working within your team to support sales account plans



### Personal Attributes

- A structured approach to day to day business with experience in a project delivery organisation
- Strong background in communicating with clients and customer experience skills
- Relationship management
- Verbal, written and interpersonal skills
- Self-motivated and a self-starter
- The will to succeed
- Team player in a fast paced environment
- Used to working at all levels of seniority and the ability to negotiate with all client levels

### Desired Skills

- Excellent customer service skills developed ideally in a service business and preferably with an equivalent industry player
- Experience using the Microsoft Office 365 Suite
- Knowledge and understanding of CRM systems
- Experience leveraging partner portals

**Reporting to** – Chief Operating Officer

**Location** – Illinois

### Package:

- Competitive Salary and OTE
- 20 days PTO
- Company 401k Scheme
- Company Health Insurance

### How to apply:

Email your CV to: [jointheteam@weareaura.com](mailto:jointheteam@weareaura.com)

Subject line: Job opening and your full name.

After emailing us, you will hear from us in less than 15 days.

Not the job for you? Share it with a friend that you know will be perfect for this role!