

JOB DESCRIPTION

JOB TITLE:	Customer Success Manager, Asia Pacific
DEPARTMENT:	Sales (Revenue)
LOCATION:	Hong Kong, Singapore, Sydney, or Melbourne
REPORTS TO:	Customer Success VP, Asia Pacific

essensys is one of the fastest growing global proptech firms moving rapidly into our next stage of hypergrowth. Established in London in 2006, essensys was created to solve the complex operational, everyday challenges for flexible workspaces, the largest growing segment in the commercial office market.

We believe the office environment of the past is no longer - the staid, the unresponsive and the impersonal - will be replaced with space-as-a-service and tech-oriented environment that has already attracted the world's largest enterprise users. Today, flex workspace accounts for less than 2% of the office space market and current growth estimates that will reach 30% by 2030. Traditional landlords need to adapt and have already started doing so, especially in light of COVID. The opportunity is massive.

In 2019, essensys became a publicly traded company on the London Stock Exchange and currently has offices in London, New York City, Los Angeles, and Hong Kong. We have customers across 28 countries.

WHAT WE DO

We have built the only private cloud network to service the flexible workspace and commercial real estate industry which underpins our SaaS platforms. We simplify the day-to-day management of office buildings and the provisioning of secure wifi, internet and digital infrastructure services to tenants. Our platforms automate key tasks and processes and help flexible workspace providers deliver highly efficient, customer-centric workspace solutions. Our partners include some of the largest landlords and flex operators in the world, as we deliver an end-to-end, scalable solution by leveraging our 15 years of experience and our 100+ team of award-winning developers and engineers.

ABOUT THE ROLE

The Customer Success Manager role at essensys is an exciting opportunity to help lead the company's expansion and growth in the Asia Pacific region. Working closely with regional and global teams, this professional will be responsible for overseeing successful onboarding, implementation, and post-sale growth of our key customers. Broad autonomy will be given to manage accounts at senior levels, and the Manager will be responsible for helping our customers gain maximum value from our software in every aspect of their day-to-day operations.

The successful candidate should have experience working directly with large global Enterprise customers, preferably in the commercial real estate industry. Familiarity with multiple Asian markets

is a plus, as is a second language. Initially targeting the Hong Kong, Singapore, and Australia markets, essensys will eventually cover the entire Asia Pacific region.

MAIN DUTIES AND RESPONSIBILITIES

- Be a key contributor to our customer-facing organization whose customers include the world's leading landlords, asset managers, operators, and other industry stakeholders.
- Manage the post-sale process which includes onboarding new customers using standard training agendas to ensure successful uptake and integration of product service.
- Maintain target churn metrics as well as high customer NPS KPIs.
- Demonstrate a clear understanding of the full essensys product offering, and feature sets within each customer edition.
- Clear communication with customers on new feature enhancements and services as they are available.
- Management, upsell and cross-sell of product editions of customer contract renewals.
- Conduct regular meetings with customers (either in our offices or online) according to the edition guidelines to ensure satisfaction and user adoption.
- Management of any issues / bugs relating to your accounts once identified until resolved – working closely with the product team to manage prioritization of cases.
- Provide feedback and suggestions to the Product Team on enhancement of design and services.
- Identify behavioural industry trends and pro-actively share tips and tutorials on how customers can adapt software to address trends using media content that will reach global audience (webinars etc).
- Regional travel may be required.

KNOWLEDGE AND EXPERIENCE

- 5+ years of experience, ideally across multiple major Asia Pacific markets. Real estate experience is preferred.
- Proven track record of excellent verbal and written customer interaction and account development skills. Will have managed large global customers directly and at senior levels.
- Process driven and very organized. Able to structure your day with minimal interaction from supervisors.
- SaaS platform support and customer experience acumen, alongside familiarity with proptech.
- CRM, billing, and support platform experience, such as Salesforce.com, Zendesk.
- Financial accounting software experience, such as Xero, Sage, Quickbooks, Yardi.
- Knowledge and demonstrable experience of project planning processes, techniques, methodologies, risk management and commercial aptitude.
- The ability to push back when needed whilst keeping the customer happy.
- Full fluency in English. An additional regional language is a plus.

APTITUDE AND PERSONAL QUALITIES

- An interest in Real Estate, Proptech and SaaS.
- Bold, ambitious and assertive with excellent communication skills.
- An entrepreneurial spirit, including a relentless work ethic and high degree of self-motivation.

- Strong organizational skills with ability to prioritize and handle multiple projects simultaneously with support from senior team members.
- Enjoys being part of a multi-functional team, and able to work across all parts of the business.
- Quick learner with aptitude and desire to learn new technologies.