
JOB DESCRIPTION

Role: Education, Training & Support Specialist (Australia)
Direct Report: Education, Training & Support Team Manager
Location: Sydney, Australia

Spotlight Reporting provides progressive accountants, CFOs and Finance Managers with an impressive range of dashboards, reports and forecasts that save time and effort while delivering clarity for business making decisions. We also assist accounting firms to transform their businesses by providing advisory education resources, allowing them to deliver further advisory services and earn new revenue.

We are an award winning truly transformational company at the forefront of the exciting and fast paced cloud accounting software industry. Our best-in-class software is used and supported globally and we are looking for someone with passion to work with our customers as they scale their advisory services.

Position Summary

The Education, Training & Specialist role exists to optimise the Spotlight Reporting subscriber experience by providing exceptional customer support, training, resources and human contact to meet a diverse range of needs and promote the products of Spotlight Reporting to our global customer base and a portfolio of Australian subscribers.

Core Responsibilities

1. Customer Support

- Assist our global customer base via our help desk providing exceptional customer service with technical and product queries. This is primarily via Zendesk but occasionally also via pre-booked online meetings

2. Enablement

- Work with our customers to remove perceived barriers to success
- Liaise with our Product and Development teams to resolve customer-facing issues
- Identify and log any potential product requests and feedback for change, and follow up where appropriate
- Assist the Product and Development teams as needed with pre-release testing and troubleshooting

3. Build relationships

- Work with our Customer Success Specialists and Sales Team to agree on and execute training plans for new and existing subscribers
- Provide ongoing interactions per our structured programme of engagement
- Manage the customer relationship for a portfolio of customers to help them get the most from their subscriptions
- Proactively contact customers to arrange training sessions based on their needs identified during portfolio reviews and interactions

4. Collaboration

- Collaborate with Marketing to deliver product training via online webinars, one-to-one and one-to-many online training and on-site training where required
- Contribute to the ongoing development and improvement of support resources, including internal and external knowledge base (Help Centre) content, training videos and other online resources

5. Project Delivery

- Support the Education, Training and Support Team Manager, with additional projects as required.

This Job Description is not exhaustive and other ad hoc responsibilities may arise.

Key Attributes

- Engaging, able to quickly build relationships with people, and an attentive listener
- Team player with strong collaboration skills
- Highly organised with the ability to prioritise all tasks
- Embraces processes and guidance provided
- Quick learner, especially with our five products
- Excellent communication, troubleshooting, and problem-solving skills
- Highly self-motivated
- Ability to think laterally and in the best interest of the customer and the company
- Proficient with SaaS tools and familiar with accounting terminology
- Good humoured, positive and results-orientated
- Good attention to detail and follow-through
- Competent public speaker
- Experience in or with the Accounting industry is a plus

Key Experience

- Minimum of two years experience in a customer support or related role
- Experience and confidence delivering first class customer training
- Experience of using or supporting accounting software is desirable.
- Knowledge of basic accounting principles and terminology is desirable.
- Experience of writing explanatory or technical documentation is desirable.

This role is

- Full-time and permanent
- Office-based role with the potential to work from home 1 day per week
- Travel within Australia will be required

Please submit both your Cover Letter and CV to shaila@spotlightreporting.com