

# WE'RE HIRING

## Customer Success Agent

£25,000 - £30,000



We are looking for a dynamic individual with a background of accounting and finance who can onboard customers on the accountabl expense system and suggest features that will delight our customers.

### SKILLS REQUIRED

- 2 years accounting experience (familiar with one of Xero, Sage or Business Central)
- Proficient with Microsoft Excel
- Curious, insight-driven and customer centric
- Strong written, verbal and communication skills
- Presentation skills

TO FIND OUT MORE, CONTACT US ON: [careers@rix.co.uk](mailto:careers@rix.co.uk)



## WHY US?

We're accountabl, part of the Rix Digital ecosystem, who are a purpose-driven software company that designs, builds, and markets industry leading products in the FinTech and ESG industry.

We're expanding into new geographies, integrating with 3rd party accounting systems and scaling our product to new customers. Our team is growing fast and to meet developing market opportunities, we need new passionate people.

We're an early-stage business, so you will benefit from varied work, regular social events, and hybrid working. You won't want to miss out on our state-of-the-art waterfront office though, complete with an innovation hub, café, and gym.

Together we believe that we can a build a better future for ourselves and for the world. Grow with us and help to change businesses for the better.

## WHO ARE YOU?

You're someone who builds relationships, and you do it fast.

You'll understand how to onboard customers who use accounting packages like Xero, Sage, Business Central and Net Suite. You'll help them set up bank accounts, control accounts and provide guidance on how to debit their expense accounts at the end of the month.

You'll have an eye for detail and be confident working with data. You'll be involved in testing the software to ensure it meets requirements, completing tasks such as reconciliations and running month-end invoicing.

Your priority is helping customers grow from early-stage customers looking to achieve first value, into advocates of our product.

## KEY DELIVERABLES:

- New customer onboarding
- First line customer support
- Customer feedback log (new feature requests)
- Customer balance reconciliations
- Product testing
- Invoice and billing

## WE WOULD LOVE IT IF YOU HAD:

- Project management skills
- CRM administration knowledge
- Understanding of basic transaction logic
- A passion for a transition to a net zero future

## RIX DIGITAL PERKS:

- Remote and flexible working
- Team socials and community events
- Casual attire
- State of the art office on the fruit market
- Free onsite parking
- Office gym access
- Employee expense card
- Cycle to work scheme
- Charity day
- Retail savings portal

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