**Junior Customer Success Specialist**

This is *not* your average customer service role. We're not looking for an average person. We are looking for a BOSS, a BALLER, a KICK-BUTT NINJA!

We are an innovation powerhouse in the Australian FinTech space, based in the Melbourne CBD VIC.

**About the role…**

Seeking a **highly motivated** individual who is **keen to learn & grow** in their role.

Working closely with the CEO, and our software developers, this role will cover:

* Nurturing leads & customers through existing and new (designed by you) processes for on-boarding clients;
* Representing our brand to our existing customer-base & helping them with their needs in context of process design and development; and
* Efficiently resolving support requests from the customer-base (all levels).

Career journey opportunities to develop & move into specialist areas:

* Digital Marketing
* UX and UI Design
* Product Management
* Process Design

**Are you the ideal candidate?**

If we spoke to your colleagues, they'd describe you as having:

* A strong desire to be part of something meaningful and to do work that matters.
* A genuine passion for small business
* A kick-butt problem solving ability, and always looking at the big picture
* Confident & clear verbal & written communication style;
* Focus & attention to detail.

You'll be able to demonstrate:

* An understanding of UX principles;
* 1 to 2 years' experience in a customer facing role
* Passion for technology, software and web apps;
* Experience or aptitude for supporting software that has technical complexities;
* Experience with writing SQL queries & interrogating databases;
* Experience with web-based CRMs, preferably any of Zendesk, Infusionsoft, or Ontraport.
* Experience with web-based CMSs, preferably Wordpress.

**A little about us…**

Automation Lab is:

* an innovation powerhouse for custom software solutions in the FinTech industry;
* driven to excite people about the possibilities of software;
* passionate about connecting multiple systems together to fully automate small businesses;
* a successful, trendy, and continually growing business dedicated to innovative software solutions;

Check out our website: www.automationlab.com.au