CUSTOMER SUCCESS MANAGER

Job Description

CASTLEPOINT SYSTEMS

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CUSTOMER SUCCESS MANAGER JOB DESCRIPTION

Contents

Summary

Job Title	Customer Success Manager
Job Type	Full-time, ongoing; flexible work hours available
Location	On site in the Canberra office at Bruce; provision for some remote work
Reports to	GM Growth and Customer Success
Remuneration	$95,000.00 per annum excluding superannuation

Company background

Castlepoint is a multi-award-winning, disruptive solution that provides command, control, and compliance over all information, in every system, through a single pane of glass. Castlepoint reads, registers, classifies, and manages information from all systems in a network, using Artificial Intelligence.

Castlepoint Systems is dedicated to ensuring that our operations are conducted ethically, in accordance with applicable laws and best practices, and in the best interests of our clients, our community, and the environment. Our vision is to make the world a better place by changing the way organisations manage information, so that people, communities, and companies are safer and smarter.

We have committed to becoming an employer of choice, one that attracts likeminded, hardworking people through flexibility and other real, developmental benefits that improve the lives of our staff. We are a feminist company, and believe strongly in supporting men and women to take equal roles in the workplace and at home. We enforce pay equity, and pay superannuation throughout parental leave. We seek to employ people who represent community demographics, including younger and older people, indigenous people, migrants, people with a disability, and LGBTQIA+ people. We also provide a fantastic working environment, with meals provided, sit/stand desks for all staff, modern equipment, free parking, multiple workspaces (including outdoor), in a leafy and accessible central location. We support flexible and remote work, but you will need to be based in Canberra for this role.

To help ensure that our employees can enjoy a high standard of living, we aim to pay above the market rate for their skills, qualifications, and experience level. We then invest heavily in our people with formal Development Plans, reviewed twice-yearly, committing to internal mentoring, paid training, and other development opportunities with a goal of continually increasing their marketability. As employee skills increase, we assign more responsibilities, and we then adjust their wages and titles upwards commensurately. We also support employees to develop skills and experience in areas not directly related to their roles if they have an interest in those types of development. We have a policy of salary transparency for all employees, including the Executive, to help combat unconscious bias and foster gender equality.

Castlepoint also supports our employees with an Employee Assistance Plan, and skilled HR professionals with experience in mental health and workplace cohesion. We support our staff to practice religious and cultural observance during work time using flexible working arrangements, and to be free of discrimination based on their beliefs. We encourage communication between all areas of the business, and provide regular updates from the executive team on company activities and initiatives. Our culture is genuinely supportive, and employee satisfaction is extremely high.

Position Overview
Primary purpose of the position

The Customer Success Manager is the expert resource for showing our clients how to get the best value out of their Castlepoint solution, and how to approach their records management, audit, and discovery activities using the power of Artificial Intelligence. In this role, you will be the trusted advisor to our user base, by providing clear and capable advice on system usage and capability, and by working with both business and IT resources to identify new opportunities to expand the use cases of Castlepoint inside their network.

Castlepoint is a vital capability for our clients, who may have engaged us to support their compliance, security, audit, or discovery. Your role will be to make sure they are not only getting the maximum value of the platform for their original requirements, but also leveraging its capabilities beyond their original scope. You will also work with our account managers to identify potential value-added services that arise from Castlepoint's analysis, such as potential business process improvements, security hardening, data migration, system decommissioning, or information governance for example.

To do this role successfully, you will need very strong training, service desk/support, and relationship management skills. You will be a records management expert and be familiar with the challenges of legacy methods and systems for information management and governance.

You will work collaboratively in an agile and flexible way, and will be able to work effectively and collaboratively with our internal teams, as well as client personnel from the operational to Executive level. You will have an open and friendly communication style, be highly professional, and both internal and external contacts will find you to be reliable, responsive, and organized. You will operate with an exceptionally high degree of organisation, so that key communications, requirements, and updates never slip through the cracks.

Key Challenges

The company is growing extremely quickly, and demand from new clients and partners is very high. New implementations are frequent, and clients rely on the system for many key business activities. As clients start using the software in more and more areas of their organisation, new use cases arise, and new features are added to the pipeline. It's vital that the solution is reliable and stable, but it is also critical to keep supporting clients with new features as quickly as they can be added.

Ideally, you will have some government experience, and a security clearance at Baseline or above. This is not an essential requirement, but a large proportion of our client base is Federal Government. It will help to have some experience working with this type of customer, and within its constraints. A background with secure systems will also be favorable, as our client base has a high focus on security and privacy, and this is an essential part of our solutions.

Note that this role is Canberra-based but can be delivered remotely for the right candidate.

Duties and Responsibilities

Responsibility	Breakdown of Tasks	Outcomes/Measures
Customer Success 100% time/effort	- Provide advice and assistance - Provide updates to clients on new features, trends, emerging issues, and relevant activities - Deliver formal and ad hoc training - Participate in projects to provide advice on product capabilities - Support the BAU team to ensure customer satisfaction - Work with the account managers to identify additional opportunities - Respond to tickets raised by clients by troubleshooting, answering questions, and providing education	All communications are logged and managed Clients build strong rapport with you Client expertise and capability increases

Skills and Experience
Qualifications:
- Relevant records management, audit, legal, or cyber certification/s (**desirable**)
- Australian Government Security Clearance (**desirable)** or eligibility (**essential**)

Essential experience:
- 2 years or more previous experience with service desk or training
- 1 years or more experience with records management or information management systems

Required Skills:

Knowledge, skills, and abilities	Essential	Desirable
Strong written and spoken communication skills	☒	☐
Strong stakeholder management and customer satisfaction skills	☒	☐
Records management practice/systems expertise	☒	☐
Strong business analysis/process improvement skills	☐	☒
Experience using CRM systems (e.g., Microsoft Dynamics)	☐	☒
Experience using ticket management systems (e.g., FreshDesk)	☐	☒
Experience working with government or regulated industry	☐	☒

Behavioral Competencies

Type	Behaviors
Building Relationships	Builds rapport; creates a positive impression; adapts interpersonal style; maintains good working relationships; offers help; builds and maintains networks; develops cross-functional awareness; manages conflict.

Type	Behaviors
Communication	Understands spoken information; speaks clearly; engages others when speaking; adapts to the audience.
Influence	Establishes credibility; develops compelling positions; appeals to emotions; persuades others; gains agreement; manages political situations.
Delivering Results	Puts customers first; works to high quality standards; works systematically; attends to multiple tasks; stays focussed; performs repetitive tasks; shows commitment to the organisation.