Client Success Coordinator

Collective Data is seeking an enthusiastic customer support focused Client Success Coordinator to serve as the primary point of contact for our clients, ensuring exceptional service delivery, project management, and long-term relationship building. This role is responsible for handling daily client support needs, service renewals, and identifying upsell opportunities to maximize customer satisfaction and business growth. The ideal candidate will be a strategic thinker with strong relationship management skills and a passion for driving customer success.

Responsibilities:

- Act as the primary liaison for all client needs, ensuring prompt and effective resolution of service and support requests.
- Manage client projects from initiation to completion, ensuring timely delivery and alignment with client expectations.
- Drive service renewal processes, proactively engaging clients to maintain high retention rates.
- Identify and execute upsell and cross-sell opportunities by understanding client needs and recommending additional products and services.
- Serve as a role model in client advocacy, developing and maintaining high standards for customer interactions.
- Monitor and analyze client satisfaction metrics, using insights to continuously improve service delivery and customer engagement.

Skills & Experience:

- Excellent communication and interpersonal skills, with a customer-first mindset and the ability to speak both from the business and software optimization side.
- Balance between assertive and collaborative to guide the client to solutions that benefit them and are in within the parameters of the software, understanding the pros and cons
- Enthusiastic about learning new technologies and understanding their functionality.
- Capable of working both independently and collaboratively within a team environment.
- Skilled in managing deadlines efficiently and effectively.
- Strong ability to multitask, prioritize assignments, and maintain a positive attitude under pressure.
- Experienced in managing and responding to emails, phone calls, and other forms of communication in a timely and professional manner.
- Self-driven, detail-oriented, and highly organized with a proactive approach to tasks.

Preferred Experience:

- 2+ years of related customer service/client success experience
- Experience in the software or technology industry

Location:
- Collective Data promotes an in-office collaborative work environment.

Who is Collective Data?
Collective Data is a leading provider of Fleet Management and Asset Management software for both the public and private sectors. Our mission is to empower organizations with intelligent software solutions that help streamline operations, reduce costs, and improve efficiency.

Why Join Us?
At Collective Data, we value innovation, collaboration, and the personal growth of our employees. We offer a competitive salary and benefits package, flexible work arrangements, and an environment where your input is valued and encouraged.

Interested in making a difference with Collective Data? Please submit your resume and cover letter detailing your relevant experience to careers@collectivedata.com