

About SafeStart[®]

SafeStart[®] is a leading provider of 24/7 safety training and safety coaching with proven success all over the world. Our award winning training programmes work on the human side of safety, helping people to become more aware of states of mind which causes more than 95% of accidents on-and-off the workplace. Launched in Canada in 1999, SafeStart[®] **helped more than 3,500 companies** move beyond compliance and beyond the workplace to improve employee engagement, culture, safety and business results. It has successfully **trained over 4 million people in 60+ countries**.

Safety is our passion - We believe that what we do helps individuals, and their loved ones lead safer, healthier lives.

In the last decade, there has been a rapid shift in the way people learn new skills and consume information brought about by digitization. More and more companies are starting to see the benefits of joining the digital revolution bandwagon in performance and productivity... and now safety. SafeStart[®] has developed YouFactors[®], an agile, cloud-based solution to respond to these changes. The aim is to reach more people with its paradigm shift in safety, focus on human error reduction and to use technology to sustain these learnings.

With this, SafeStart[®] is looking for experienced, tech-savvy individuals who enjoy working with clients and can explain complex technical concepts in very simple terms. This professional should have business development acumen and have a passion for technology. He/she will guide clients in their learning journey, with emphasis on embracing new technology to enable and enhance the adoption of SafeStart concepts. This role will work with a global team and will be key to SafeStart[®] future and success.

CUSTOMER SUCCESS CONSULTANT (multiple sites), SAFESTART EUROPE

The **Customer Success Consultant** is the responsible to assist with initial implementation, planning and configuration of YouFactors[®] platform and to support increasing usage and user adoption. He/she must provide product and implementation expertise as they work with clients to understand their business requirement and help them configure and test the solution. Performance is based upon on-time and within budget project realization, client satisfaction, product knowledge and application traffic increase metrics. This position interacts with other Client Success Consultants globally.

Locations: Germany, France, Spain, Italy, and UK

Job Summary

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|----------------------------|--|
| Reporting structure | Functional reporting (Solid line): Implementation & Client Success Manager |
| | Business reporting (Dotted line): Managing Director SafeStart Europe |
| Regional scope | Global role across all affiliates of SafeStart International (LATAM, Asia Pacific, Europe); can be extended as per market and client needs. |

MAIN TASKS

The scope of responsibility is based on the business operations as described below and may vary according to the current business and clients needs, being under constant improvement and adaptation.

Responsibilities:

- Guide clients through implementation from start to finish, ensuring YouFactors[®] is configured to support client business requirements.
- Facilitate in onboarding and customer success workshops both on a virtual and face-to-face setting to the client.
- Assist client with resolving technical issues from initial troubleshooting to escalating to internal teams.
- Identify and manage leads sourced from the website, convert leads to opportunities as well as effectively position YouFactors[®] features to qualified opportunities.
- Manage the complete sales cycle for inbound opportunities from beginning to end.
- Facilitate or assist the business development team with YouFactors[®] solution demonstrations, as well as provide inputs in project scoping, proposal writing, gathering technical requirements, and responding to request for proposals (RFPs).
- Assist in creating and setting up implementation processes/tools to be used across different groups.
- Assist in developing documentations/best practice recommendations and help guides to support client implementation.
- Gather requirements and assist in creating a Scope of Work (SOW) document for client enhancement or service requests.
- Gather feedback from clients on how the solution can be improved.
- Other duties as assigned.

REQUIREMENTS

Qualifications:

- Bachelor's degree preferred or equivalent combination of education, training and experience.

- 2-3 years of experience involving client interaction, sales and technical support, or project management.
- Experience with Software-as-a-Service (SaaS) implementation and facilitating virtual/face-to-face training. Technical writing is a plus.
- Proficient in Microsoft Office programs. Knowledge in CRM is a plus.

Skills & Competencies:

- Excellent verbal and written skills with the ability to communicate clearly and effectively at all levels of an organization.
- Ability to work independently with clients to implement YouFactors[®] from start to finish.
- Understanding of the occupational health and safety area. Working knowledge of SafeStart[®] concepts and terminologies is a plus.
- Collaborative team player with strong initiative to follow-through.
- Ability to work under pressure and within deadlines demonstrating professional and business acumen.
- Ability to work with teams from around the globe.
- Strong command of the English language. Bilingual or multilingual (French/Italian/German/Spanish + English) is mandatory.

It is expected from the **Customer Success Consultant** to keep track of his/her performance, according to the key performance indicators established by the Implementation & Client Success Manager, and the platform use, monitoring the adherence and activity level of users across various YouFactors[®] functionalities and contributing to increase the YouFactors[®] projects in general.

Key performance indicators:

- On time, within budget implementation completion (Target: 80%)
- Usage increase (Team Target: 80%)
- Client satisfaction (Team target: 80%)

This is a unique opportunity to join in a hierarchy-free, collaborative organization, the European branch of [SafeStart International](#), a well-established brand with 20 years of global success behind it. If you feel inspired by this role and want to know more, please send your CV and cover letter with expectations to recruiting@ssi.safestart.com.