

# Customer Success Connoisseur

## Who we are

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**We are on a mission to empower investment platforms to engage their investors with best in class tech and genuine positive impact. We exist to give investors a voice, everywhere.**

Tumelo is an angel-backed, financial technology firm building software that will educate and empower investors all over the world.

We partner with UK's largest investment and pension platforms, empowering them to provide their investors with transparency over the companies they own and a shareholder voice on issues they care about, whether that be gender equality, human rights or climate change. We build APIs and beautiful user interfaces to deliver a totally unique user experience. We give platforms better engagement, acquisition and retention, coupled with the power to create a sustainable investment system for us all.

We're a close-knit, ambitious team. Based in and around the South West, we work in an agile manner; championing transparency and flexibility while prioritising open communication. We love food, rounders, board games and team holidays (like painting and cliff jumping in Devon). We work and play by the following values:

## Company Values

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1. Ambition
2. Proactive ownership
3. Open hearts
4. Long-term thinking
5. Thoughtful listening
6. Bring the magic

## Role Objectives

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The purpose of this role is to help our customers (**investment platform and pension providers**) to succeed. The role objectives are:

1. Successfully integrate and deliver Tumelo's products into new customers
2. Build long-lasting, collaborative relationships (minimise churn)
3. Maximise and demonstrate the value Tumelo provides to customers (maximise ARR)
4. Represent the voice of our customers in product development
5. Grow Tumelo's Customer Success team

To reach these objectives you may:

- Take on new customers from Sales at point of procurement
- Understand each customer's desired outcome and sets personalized benchmarks for success
- Demo and present our products to key stakeholders
- Get involved with promotional opportunities e.g. webinars, panels and PR
- Work with our implementation team to build out integration plans and user journeys for new customers
- Understand customers' tech, delivery and support requirements to plan successful onboarding and product launches
- Ideate with customers to maximise end-user uptake
- Be the interface between the customer and our product development team; problem-solving and setting up two-way communication systems and feedback loops
- Feed customer ideas and insights into the product team to evolve the product roadmap, and facilitate research and design teams to meet with and learn from customers
- Continuously work with customers to affirm and evolve the business case/ROI
- Seek out opportunities to increase the value of customer contracts and embed Tumelo's products/services within the customers' ecosystems
- Work with Tumelo's data team to present product metrics and user insights back to customers to demonstrate value and areas to focus on
- Systemitise and manage support requests
- Interviewing, hiring and coaching new joiners

In this role you will be collaborating most closely with:

1. Our CEO, who is currently running sales and account management
2. Our Sales Specialist, who will be joining to focus on closing new enterprise sales
3. Our Product and Insights teams, who are responsible for the product roadmap
4. Our Designer, who designs materials for new sales and existing customers

Tumelo doesn't have pricing sheets; presentation templates; or a massive customer support team. What we do have is industry-leading **customers who love our product; heaps of energy; and the opportunity of a lifetime lying ahead of us.** (See this [article about us](#) from the CEO of Aviva Investors). With that in mind, we are looking for a superstar to become a foundational team member, build our Customer Success team and drive us towards success.

### Desirable experience:

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These are desirable rather than essential criteria. We welcome applications from people who do not have all the listed criteria but think they have what it takes and a willingness to learn by doing.

1. 2-5 years experience successfully managing enterprise accounts
  1. Experience in impact-tech or fin-tech is a bonus
  2. Experience with product/service mix is a bonus
  3. Experience with a B2B2C product is a bonus
2. Experience in a pre-product-market-fit environment, meaning:
  1. You have collaborated closely with customers
  2. You have sold to customers where there is no pre-defined budget
  3. You have worked closely with product teams to understand customer feedback and evolve the product
  4. You have been involved in the building of a great Customer Success team

## Who you are:

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- You encapsulate our company values.
- You are strategic and proactive.
- You inspire trust and invest in long-term relationships.
- You have acute attention to detail.
- You can multi-task; handle high pressure and tight deadlines.
- You are passionate about social or environmental issues.
- You are a great listener and always follow through.
- You're a self-starter; not afraid to get stuck in or get your hands dirty.
- You have an entrepreneurial, problem-solving spirit.
- You know the power of good communication; your spoken and written English is brilliant.
- You have the flexible attitude required in a start-up and love think on your feet.
- You have the capacity and willingness to learn, improvise and adapt *relentlessly*.
- You love to get feedback and are proactive about giving it.
- You are not afraid to ask for help when you need it.
- You have the right to work in the UK.

It takes all kinds. We are trying to build a team that can conquer every challenge, speak every language, and understand every user. We have an ambitious mission to change the world so we hope to lead by example with a diverse and inclusive team that reflects the world we want to see.

## The finer detail:

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- Generous company share scheme
- Full-time role preferred
- Flexible times with core, online communication hours of 10-3
- Flexible working from home with some time in office in Bristol (at least 4 days per month)
- Competitive salary based on experience: ~£40-55K with up to 150% OTE
- Statutory workplace pension with Nest
- 33 days holidays incl bank holidays (which can be taken any time)

## Why Tumelo?

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If you're such a superstar, we recognise you can probably work anywhere you want to. But working here, you'll grow more than you would anywhere else; you will join a team who will appreciate you every day; your contributions will genuinely change our business outcome; and you will be proud to make a lasting, positive impact on the global investment system. And with that, we hope to hear from you!

## Application details

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### **Recruitment process:**

- CV and covering note
- Values-fit questionnaire
- Customer Success Interview (30 mins)
- Customer Success task & feedback (~3 hours)
- Customer Success presentation & self-evaluation (30 mins)
- Values-based interview (45 mins)

There will be opportunities to ask questions throughout. If Tumelo sounds like a bit of you and if you are excited to ride this rollercoaster alongside us, then please apply at [recruitment@tumelo.com](mailto:recruitment@tumelo.com)

### **In your first email to us please include:**

- An up-to-date CV
- A covering note detailing the life experience that makes you amazing; why you're good for us and especially why we're right for you. This covering note - however short - is essential.

### **Start date: ASAP**

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