

Where Client Knowledge Lives.

At Clinked (www.clinked.com) we focus on the intersections of internal teams & external clients – where client knowledge lives. Our software platform white-labelled delivering a seamless branded experience, secure to build trust with clients, and cloud-based for easy to manage interface across remote teams. Our mobile application allows organisations a quick mobile experience to upgrade service offerings to high touch clients, particularly impactful for those in the financial services industry.

Business Administrator

We are looking for an outgoing and friendly business administrator to join our growing Cambridge, UK team where we focus on the financial service industry. Components of the role will include client support, prospect calls, trialist follow-up, and conference/event planning.

Responsibilities include:

- Owning client enquires via email, support system and calls from clients and trialists
- Taking prospects and trialists through consultative discovery calls to understand how Clinked can empower their organisation
- Deliver outcomes and trends identified from client and prospect conversations to internal team
- Ensure CRM and Support system are updated and tracked for all clients, prospects and marketing campaigns
- Support on planning & execution of events, conferences, publications and more
- Continual training to be fully versed on Clinked features, client use cases, internal development processes, and roadmap enhancements

Essential Skills & Experience

- 1-2 years of experience in business administration, customer support or client-facing roles
- Outgoing & friendly personality - comfortable meeting new people and quick to build a rapport
- Interest in SaaS software and/or client management
- Excellent communication skills with a marketing-oriented mindset
- Motivated individual own a piece of a growing business

Desirable Skills (a huge plus, but not essential)

- Experience in the financial services, legal or property markets

Why work with us?

- Leading start-up for client knowledge software platform with global client base
- Dynamic, casual start-up working environment supporting flexible
- Gym membership contribution
- Private health insurance
- Free beer/wine/coffee on tap at the newest WeWork office in Cambridge.
- Modern, spacious and light working space.
- Convenient transport links located 100 meters from Cambridge rail station.

Details:

- **Location:** Cambridge, UK
- **Salary:** £18,000 - £20,000

Interested?

Email us at HR@Clinked.com with your CV and a brief introduction about your interest.