

Customer Success Analyst - Digital Marketing

Kick-start your career in this growing company

Great team environment based in Sydney CBD

Become an expert in Salesforce

The FlowBuilders team is growing, and looking for a Customer Success Analyst who wishes to build their career working on the Salesforce platform, a leading cloud-based CRM tool. The successful candidate will join our Customer Success team responsible for resolving support cases, delivering client enhancements and assisting on major digital marketing projects in Salesforce.

Entry level and more experienced positions are available and we encourage self-motivated university graduates to apply. Full onboarding and training will be provided.

We want you on the team, if you are:

- A self-motivated professional with excellent presentation, strong interpersonal and communications skills
- Reliable, punctual and able to juggle multiple tasks to meet deadlines
- Willing to learn and a team player
- IT savvy, comfortable with technology and keen to develop skills in Salesforce

What skills and experience do you need to succeed in this role?

- Graduate/ Degree qualified
- Experience working with MS-Office and Google Suite and strong knowledge of MS Excel
- Accredited in Salesforce Trailhead Rank of Adventure and/or Certified Administrator
- Experience with web/content building using HTML/CSS

What does a career at FlowBuilders look like?

At FlowBuilders we specialise in partnering with organisations of all sizes to rethink, rebuild, and reconnect processes using Salesforce. We are a small team based in the Sydney CBD working across all sectors to provide creative and innovative solutions for our customers.

You will be partnered with an experienced Engineer or Architect to mentor and develop your Salesforce skills as well as expose you to the broader aspects of the FlowBuilders business across sales, consulting and customer success areas. FlowBuilders will support completion of Salesforce Accreditations (Trailhead badges) and Salesforce certifications so that you become an expert.

At FlowBuilders we use BYOD (Bring your own device) for laptop and phones. We will pay for your mobile phone plan and all software licensing. We provide Opal Cards for travel to and from our workplace.

FlowBuilders fully supports diversity and inclusion in the workplace, we encourage all suitable candidates to apply including, Aboriginal and Torres Strait Islander people.

It sounds like a great opportunity, where do I apply?

Please apply through the Careers page on www.flowbuilders.com.au