

Customer Success Associate

At Talent Trust, we help missionaries be their best.

The challenges of missions life can limit the impact of a missionary's ministry.

We provide missionaries with the resources to stay physically, mentally, and financially healthy, so they can thrive as long as needed in their calling.

The role of Customer Success at Talent Trust is to build relationships with our members and support them as they make use of our services. You will need to learn how our services work and be the type of person who wants to help others achieve their potential.

This is a highly rewarding role as you will receive genuine feedback, not just from our team but also from our missionary members, about how your work impacts their lives and ministries.

We have a fun and encouraging team who regularly interact with each other and are driven by a shared purpose of helping missionaries be their best.

We care about each other's professional and spiritual growth, with structured training to help us develop in these areas. We encourage work-life balance and living up to our core values of being effective, relational, and humble. We also look to allow our team to use and grow in the skills and qualities that they bring with them.

We work in a modern environment with up-to-date equipment. We receive clear goals, targets, and processes to understand what is expected of us.

Talent Trust believes that our team is our greatest asset. Apply to join our team today.

What you will be doing

- Guide missionaries to achieve the highest value from Talent Trust's products and services by responding to queries in a timely and accurate way, via phone, email or chat.
- Identify areas of expansion and cross-selling where Talent Trust can further help solve missionary needs through discovery, relationship building and problem-solving.
- Develop and maintain long-term relationships.
- Provide feedback and recommendations to leadership to ensure our products continuously add value.

- Identify growth opportunities and work with others to develop these relationships.
- Attend international conferences to meet missionaries, let others know about us, and build relationships.

Who you are

- You have 1+ years of experience working in customer environments. Fresh graduates or those with other experience are also encouraged to apply.
- You are fluent in English, both written and verbal.
- You are organised and detail-oriented.
- You are proficient in Microsoft Office tools (Excel and Word).
- You have a natural empathy for others. You can put yourself in the other person's shoes and tailor conversations to suit each member.
- You are someone who looks for a win-win solution, and you try to understand how problems can become opportunities.
- You take ownership of situations and are willing to take on the responsibility for something that needs doing when it may not be clear who is the "owner" of that situation.
- You know to ask others for help when necessary.
- When you see an opportunity for the team to improve, you're not afraid to speak up and speak out.
- You value teamwork and collaborate well with others.
- You are composed and flexible as missionary needs evolve and work volume changes.
- You are coachable and have a passion for learning.
- You are an active disciple of your Christian Faith.

If this Customer Success Associate role sounds like you, we want to explore the opportunity for you to join our team.

Benefits

- Individual health insurance, dental, and optometry allowance
- 13 public holidays plus 14 days annual leave, rising to 16 after 2 years, and 22 days after 5 years.
- 35-hour work week
- Weekly devotional session
- Bi-Annual retreat
- Performance-based salary and bonus
- Birthday celebrations
- Active on-the-job training and team support
- Flexible schedule based on life events

Your takeaways

- Greater purpose in your career
- Opportunity to serve the Great Commission through your work
- Satisfaction in knowing that you are making a difference in missionaries' lives
- Professional and spiritual growth
- Work-life balance
- Part of a supportive and friendly team

Talent Trust is convinced that missionaries deserve the best. We aim to provide the best products, and we are looking to hire the best people to serve our missionaries.

If you feel that you would be the best person to join our team, please apply from the link below:
<https://tripetto.app/run/703VABTUDE>

This position is available to Malaysian citizens only.