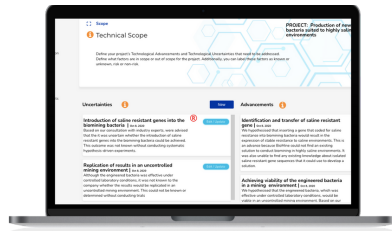
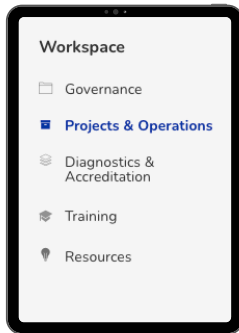


ReaDI-Watch© Digital Platform



app.ReaDI-Watch.com
www.ReaDI-Watch.com

ReaDI-Watch seeks to transform the way companies manage R&D and Innovation,

Track, record and manage your RD&I in **real-time** and on the **cloud**.

Get the **best return** on R&D investment and **maximise R&D tax credits and grants**.

Accelerate your Business Results and Maximise Value from R&D and Innovation.

We are Hiring a Customer Success Lead

We are looking for an ambitious and entrepreneurial candidate to join our small and fast-moving team to enable us achieve our goal of scaling the ReaDI-Watch Platform as an international SaaS Offering. As we grow to €1m ARR, we need someone on our team who can drive forward our customer success function.

In this role, you will be working directly with the CEO, our CSO, our Sales & Marketing Lead and our Product Development team in order to help our clients meet their goals.

In our first year as a start-up, we have closely listened to our customers, defined habit cycles, articulated value propositions, streamlined onboarding processes and mapped our key stakeholders. Based on this data, for 2022 we have defined targets to streamline our customer success processes, while striving for strong KPIs such as Churn, NPS and others. Our clients are looking to optimise their R&D and Innovation Structures, Processes and associated Strategies with our support.

For 2022, we need someone to take the learnings from last year and drive them forward. We are open to innovation, change & improvements, and your work will have a significant impact on our growth journey.

We take a flexible approach to working, and want you to be as satisfied as possible so you can bring us your best. We operate a hybrid working model, based from our office in Dublin. We also have flexible daily hours and will accommodate you, if you will also accommodate us, to achieve our shared goals.

Key Attributes, Skills & Activities

- 5+ years professional experience in Customer Success Role in B2B SaaS or other "as a service" fields.
- Competency in Web-App Deployment / Implementation
- Willingness to embrace new technologies, and test new management methods and models to drive clients forward in their goals
- Self-starter and Entrepreneurial mindset - ambitious Team Leader
- Additional benefits if you have previously worked on business / corporate strategy, R&D or Innovation or related aspects.
- Innovative- must be willing to embrace change and to maintain commitment to our overall business goals
- Professional - strive for solutions and the highest quality achievable
- Communicative - minimise confusion and complexity and get the best from everyone around you

SUBMIT CV / RESUME WITH COVER LETTER TO

dbyrne@readi-watch.com