

Relationship Manager

Knosys is an innovator in SaaS-based information management solutions used to deliver the correct information at the right time to employees and customers alike. Knosys' solutions include **Libero** (library management system), **KnowledgeIQ** (enterprise knowledge management platform), and **GreenOrbit** (employee experience and communications platform).

We are seeking a candidate with Library Experience to join our **Libero** Customer Success & Experience team in the role of Relationship Manager. The role is primarily based at our Head Office in Melbourne, Australia, however you will be required to travel regularly to meet with our Libero Customers.

This role is for you, if you:

- ❖ understand the importance of being customer centric
- ❖ have in-depth knowledge and experience working in or with libraries
- ❖ thrive on complexity, where opportunities to learn and teach show up every day
- ❖ love liaising with customers and other customer service teams to provide high level advice, insights and feedback.

We welcome your unique talents and are keen to hear from you if you have:

- ❖ Strong understanding of modern library environments
- ❖ A proven track record in successfully retaining and building Customer relationships including up/cross-sell success
- ❖ Enthusiasm to learn all aspects of our library management solution, Libero
- ❖ Excellent skills with Microsoft Office and CRM experience
- ❖ A true passion for Customer Success & Experience

A day in life...

You will be part of a global team that provides a dedicated response to our variety of library customers across multiple regions.

As the Relationship Manager for APAC, you will work closely with our customers to develop relationships and learn about how they use Libero in their library, as well as get an understanding of their future plans. You are responsible for all account management related tasks for the APAC portfolio which includes managing customer renewals, up/cross-sell opportunities and working on customer retention and minimising customer churn.

You will work closely with the Product team to provide customer insights and to garner product feedback and advice to share with customers.

You will conduct customer system health checks and regular online/onsite reviews in order to identify areas for improvement to ensure they're getting the most out of the product, as well as identify up/cross-sell opportunities.

You will be a key contributor to our customers' experience and retention by providing advice and education for library staff utilising Libero in their day-to-day library operations.

You understand the importance of record-keeping, so will collate customer information and feedback within the CRM system. No one day will be the same, as you are a key contributor to customer retention, service excellence and customer success.

Please contact Lesley Maea, VP Customer Success & Experience lmaea@knosys.it