



Dataro - Customer Success Specialist

Overview

At Dataro, we believe state-of-the-art innovation should serve the greater good. So we build AI-driven software to help not-for-profits fundraise smarter. Our mission is to get this technology into the hands of as many charities as we can, so they can do incredible things in the world.

As a Customer Success Specialist, you will be a Dataro ambassador and an advocate for our nonprofit customers, helping them to achieve the best fundraising outcomes with Dataro's products.

This role will be focused on working with our Australian-based clients with the potential to work with UK-based clients as well as Dataro expands. With flexibility for either part-time or full-time responsibilities depending on the applicant, this opportunity will suit someone who is passionate about delivering an exceptional customer experience to nonprofits and who wants to grow alongside a young company.

- Australian SaaS company providing AI-driven solutions to not-for-profits
- Flexible hours and mix of WFH and in-office available
- Opportunity to grow and advance your career as the company grows

A bit about you

- **You're knowledgeable** - about the fundraising and nonprofit sector in Australia
- **You're motivated to help charities fundraise smarter** - we're bringing new technology to this sector. We're looking for someone who believes there's a better way!
- **You're keen to learn** – startups like ours change fast, so you'll be asked to contribute to sales, pitch preparation, thought leadership and much more!
- **You have a 'startup' attitude** – you're a self-starter, can work autonomously, and always keep one eye on what we're trying to achieve.

In this role, you will be responsible for:

- **Account Management** – build relationships with our users and provide brilliant account management, including onboarding clients, constantly checking in, and making sure they get the most out of Dataro!
- **User Support** - you will work directly with fundraisers to make sure they succeed in their roles. You will understand their pain points, collaborate, and demonstrate Dataro's value.
- **Product Consultation** - with your unique client relationships, you will support our efforts to continuously make our products better with actionable insights from users. This will include running surveys, aggregating feedback, and supporting the product development team.



- **Process improvement** - help us grow by improving our processes and identifying opportunities to make everyone's lives easier. We're a small company, so your contribution will be really valued.
- **Supporting sales** - jump into other parts of the business by helping with new user prospecting, identifying sales opportunities, writing case studies, and more.

On the first day, we'll expect you to have:

- Demonstrated experience in fundraising (individual giving preferred) or software sales to not-for-profit organisations (2+ years minimum)
- Great knowledge of the fundraising needs of nonprofits and fundraising tech generally
- Excellent communications skills (written and verbal)
- Excellent time management skills
- Bachelor's degree
- Ability to build relationships with customers, encourage customer retention, and translate complex ideas for non-technical users
- Ability to travel to Sydney for work and willingness to work remotely as needed.

We're based in Sydney and are currently operating remotely due to COVID. While we like being digital we do miss seeing each other and are sometimes in and out of the office, so if selected you will need to be able to commute to Sydney when required. We expect that our team will be back in the office 2-3 days per week sometime this year.

We're a small team and all of our people actively contribute to our culture by sharing successes, lifting each other up, and putting our users first. We value a diverse workforce and offer flexible working hours.

Part time work will be considered for this position.

To apply:

Send your CV and cover letter to chris@dataro.io by COB 5 March 2021