

Customer Success Specialist

Looking for a new opportunity this year? This role at Preno might be for you.

Preno is a fast growing software platform for independent hoteliers that helps automate their operations and perform better.

We are looking for a Customer Success Specialist to join our team in Auckland, Christchurch or remotely in New Zealand. In this role, you will be working directly with hoteliers all around the world to help them on their journey to run their property on autopilot with Preno.

We have shifts available for the APAC and Northern Hemisphere regions.

What you'll be working on:

- You'll help new hoteliers transition from their previous system to Preno.
- Create and maintain strong relationships with our hoteliers to ensure they are engaged and ensure retention.
- Provide timely and insightful support to our hoteliers.
- You will work closely with our product team and the wider customer team.
- Find new and innovative ways to improve the way we deliver our service so we are set to scale and continue to expand globally.

What you'll bring with you:

- You are a people person and a self starter!
- You have prior experience in a similar role.
- You have strong organisational skills.
- Excellent communication skills across different medium (ie. email, phone, Zoom)
- Effective problem solver that bridges the gap between our hotelier's needs and our business' needs.
- You love technology and get excited about helping others with technical queries.
- BONUS: experience working with other cloud products like Xero, Lightspeed.
- ADDITIONAL BONUS: experience working in the accommodation industry.

Why work for us?

- Preno has grown through COVID-19, showing our resilience to the market. We are now looking to grow our teams and expand to new markets globally.
- We're a high growth company, always learning and solving new challenges, so each day is unique.
- We believe that if we look after our team, our team will look after our customers.
- We support many types of flexible working arrangements to allow you to balance your work, life and passions.
- Competitive remuneration package.

We know that people are more than what's on their CV. Even if you're unsure whether you are the right fit for the role, hit the 'Apply' button.