

Customer Success Job Description

Tie Up Farming is a growing ag-tech software company based in Melbourne, Australia.

We are looking for an enthusiastic person to take on the customer success lead-based in Victoria.

In addition to any duties allocated from time to time, the position will involve the following responsibilities:

- Develop and manage client portfolios.
- Sustain business growth and profitability by maximizing value.
- Analyze customer data to improve customer experience.
- Hold product demonstrations for customers.
- Improve onboarding processes.
- Evaluate and improve tutorials and other communication infrastructure.
- Mediate between clients and the organization.
- Handle and resolve customer requests and complaints.
- Minimize customer churn.
- Aid in product design and product development.
- Develop, forecast, and achieve key business metrics to manage against revenue and profitability targets.
- Report metrics and progress updates.
- Discuss sales strategy with the team, the Company, and the CEO.
- Assist in developing pricing strategies for buyers.
- Participate in trade fairs, set up booths, and create/produce marketing materials.
- Some admin work including but not limited to marketing activities, grant application (filling up and reviewing) and more.
- Any other activity as reasonably required by the company from time to time.