

## **Customer Success Professional**

We are seeking a motivated Customer Success professional to join our team and play a key role in supporting the onboarding of new clients, ensuring a seamless introduction to our software and company. If you are excited about working with a talented team, leveraging cutting-edge technology, collaborating with top-tier clients in a thriving industry, then we want to hear from you.

### **Job Responsibilities:**

- Take ownership of onboarding new customers, including ensuring coordination with relevant departments within Ai Build. This entails training customers on the software and providing support through weekly catch-up calls during their initial months of software usage.
- Proactively identify client challenges and align them with the capabilities of our product.
- Create custom toolpaths for client demonstrations and projects.
- Gather client feedback and requests, and collaborate with the Customer Success Manager to prioritize and shape our roadmap.
- Liaise with our engineering team to manage and prioritize our integration pipeline.
- Receive cross-skills training to cover pre-sales technical support, which involves preparing custom demos for customers, addressing technical inquiries from clients during calls, and providing general support to the sales team (expected to be approximately 10% of the total role).

### **Experience/Requirements**

- Proactive, self-motivated, and energetic, with the ability to thrive in a fast-paced startup environment.
- Detail-oriented and focused, with strong interpersonal skills.
- Excellent written and verbal communication skills, both internally and customer-facing.
- Previous experience in customer onboarding for software is preferred.
- Experience in setting up FDM, FFF, FGF, DED, and WAAM additive builds is essential for the role.
- Familiarity with engineering software and additive manufacturing and CAD packages such as Rhino/Grasshopper would be ideal.

Some commercial experience or understanding would be advantageous.