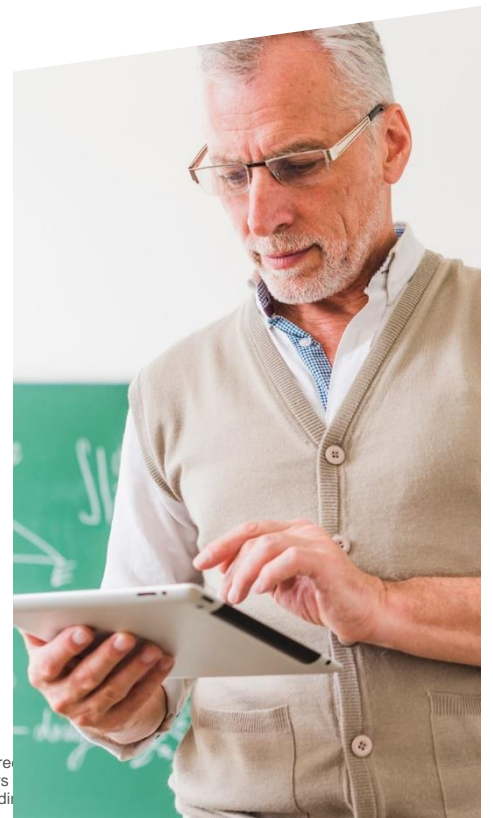
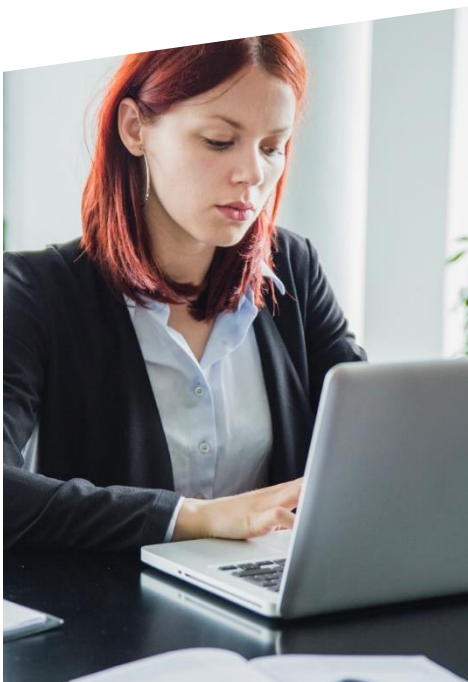


Customer Account Manager

Glastonbury
Job Description
June 2022



About WCBS

Founded in 1984, WCBS specialises in providing integrated management systems to Independent & International schools across three core areas: Admissions, MIS & Finance.

Owned by Westleigh Investments, WCBS operates in 40 countries, with offices in the UK, Hong Kong and China.

Where We Are Now

WCBS, and our products, have been constantly evolving. But the speed at which we evolve has been accelerating exponentially in more recent years.

In other sectors, outside of EdTech, we have seen large investment and innovative technology, delivering differentiated business models and first-class user experiences that have challenged the incumbents within their industries. WCBS is bringing this investment and disruption to EdTech, and more specifically, to Independent and International Schools.

We have invested ~£6m over the last three years and are continuing to invest millions of pounds into our product set. Delivering next generation, cloud native systems that use the very latest technology in order to achieve a 10x better user experience for Independent and International Schools.

This culminated in the [launch](#) of HUBmis in October 2020 and will be swiftly followed with exciting developments across our other core areas: Admissions & Finance.

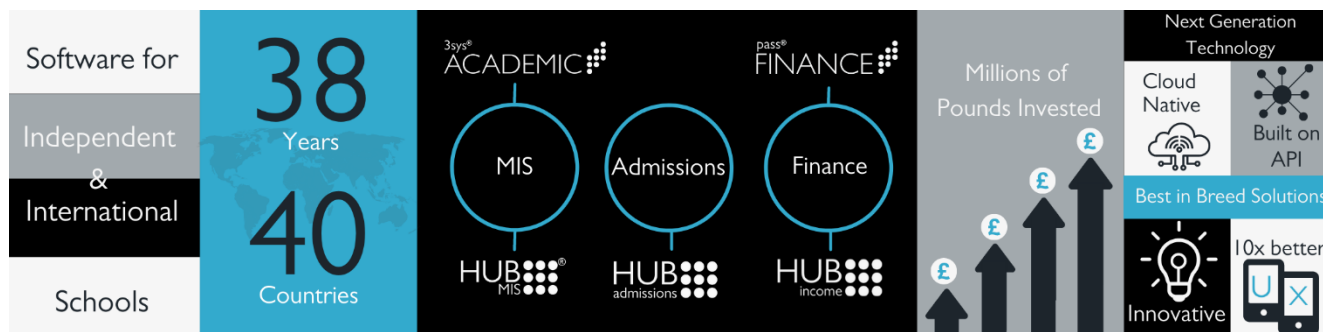
The user friendly and intuitive software we have created is not only a joy to use, but saves huge administration time, allowing schools to focus on delivering outstanding education and ultimately better outcomes for students.

The Journey Ahead

With this technology, comes a very exciting roadmap.

Built on a read and write API, this next generation technology opens up so many possibilities, allowing Independent & International Schools to choose the best in breed solutions without the need to compromise.

In the meantime, WCBS will continue to learn, improve, and innovate, so that Independent & International schools can continue to deliver outstanding education.



Our Solutions

Finance & HR

WCBS fully understands the importance of accurate and consistent financial management. We provide the platform you need to gain more effective financial control.

- Billing: fees & extras
- Purchase requisitions
- Payroll: HMRC & TPA
- Grant management
- Comprehensive budgeting
- Human resources
- Advanced analytics
- Group consolidation
- Allow for complex bill payment relationships

Admissions

With only two thirds of fee-paying schools meeting their enrolment goals, an admissions system is crucial to a school's sustainability.

- Enquiry management
- Application tracker
- Two-way communication
- Configurable to your school's brand
- Instant messaging system
- Real-time reporting
- Online payments
- MIS integration
- Multiple user portals
- Automated and personalised notifications

MIS

Our Management Information System provision has been built with every user at the forefront of the design and functionality of every module.

- Best in class design
- Cloud Native Technology
- Powerful reporting
- Student and parent portals
- Multilingual capabilities
- Attendance monitoring
- Pastoral and behaviour
- Progress tracking
- Automatic Updates
- Manage events

Customer Account Manager

Job Description

Reporting to	CAM Team Leader
Location	Glastonbury
Salary	£25-30k per annum DOE
Additional Remuneration	Commission Scheme
Working Hours	08.45-17.15 Monday to Friday inclusive (37.5 hours per week)
Annual Leave	25 days per annum plus UK bank holidays
Benefits available	Pension, Private Healthcare, Birthday Leave, Pay Rewards

Job role:

WCBS are looking for an enthusiastic and ambitious individual to join our team in delivering excellence to both prospective and existing customers. We value a forward thinking, positive and innovative attitude and are seeking individuals who can join us to eulogise our software, our business and our direction.

As a Customer Account Manager, you will be providing direct support to the Sales Consultant in the ongoing development of your patch, meaning you will have a direct impact on department, and ultimately, company growth.

Key responsibilities:

- As part of a busy Sales team, you will be key in creating an excellent customer experience, through regular pro-active phone calls, Microsoft Teams Meetings and email contact.
- You will develop your knowledge of our products, allowing you to better understand the needs of our customers and help our Consultancy team guide customers on how our solutions can benefit them.
- Having a dedicated patch will give you the ability to forge a trusting relationship with customers, allowing you to gather genuine feedback through nurturing an ongoing two-way discourse.
- You will support your patch partner with business development by following up on leads, booking sales demos, generating quotations, and helping finalise sales.
- You will have the opportunity for occasional travel throughout the UK for customer events and sales conferences.
- Working alongside our Support team, you will take ownership of any customer challenges and bring the customer to a satisfied resolution to build a long-term business relationship.
- Provide feedback to management on customer experiences and trends.
- Be process driven and record all customer interactions in our CRM for wider business awareness.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the company.

Technical requirements

You should have the following skills and experience:

- Previous experience in a customer service and/or account management role
- Experience in sales
- Use of CRMs (we use SugarCRM)
- KPI reporting
- Good working knowledge of MS Office, and Office365

Although not essential, it would be beneficial to have:

- Previous experience of working for a software company

- Knowledge of the education sector

Person requirements

You should have the following qualities and experience:

- Excellent communication and presentation skills
- A caring, conscientious approach to customer management
- A great team player with a can-do attitude, able to think 'out of the box' and creatively problem solve
- Great personal organisation and time management skills, with the ability to work under your own steam with minimal supervision
- Ability and willingness to absorb new aspects of software and technology