



Customer Experience Specialist

- Glasgow City Centre
- DOE + bonus

Are you passionate about helping customers? Do you love problem solving?

At Simul8 our users are everything to us. Our software is only as good as the value our users get from it. Every day, our teams work together to help our users get the most out of their simulation projects. At the front line with our users every day, our Customer Experience team drive this effort, and our entire company benefits from their commitment to providing the best care for our users. By helping Simul8 maintain strong relationships with customers and our customers see maximum value from the software, our Customer Experience team is instrumental to our success.

"At Simul8 we work collaboratively to make the best products and to deliver the best service. Everyone has a voice and your opinion will make a real impact on the business. "

Laura Reid, CEO



What will you do?

You will be helping new users get started and current users get value from our software, developing strong, positive relationships as you support them.

Your day will be filled with wide and varied questions from users, from helping them with installation, to teaching them to use key features, to helping them optimize their simulations. You'll also spend time working with our Consulting team, helping deliver training courses and client projects which will give you a deep understanding of how our users interact with our software.

Working with the Product Development team, you'll have direct access to our developers so that we can use your critical user insight to shape the development of our software.

Who are we?

You might not have heard of us, but if you think of any brand in the world, they probably use our software. We've helped Nike, Ford, Apple, the NHS and many, many more to transform the way they make decisions. And it's not just about helping corporates increase their profit. Every day our users make a difference. Recently we have helped numerous hospital departments reduce waiting times, assisted a government department with emergency evacuation planning and helped a charity in South Africa deliver more HIV testing using their mobile clinics, which have all contributed to saving lives. There has never been a more critical time for our users to make informed decisions. Would you like to help them do that?

Who are we looking for?

We are looking for an individual who is autonomous, self-motivated and driven by their own goals to help push us to achieve ours in new and creative ways.

A self-starter. You must be driven, focused and proactive to be as personally effective as possible. We will support you of course, but we don't micromanage.

Customer Centric. Passionately champion our customers to make them the heart of all decision making. Guide and support them and celebrate their wins.

Hyper-focused on user needs. You must passionately care about delivering an exceptional user experience. Going over and above must be your normal. Customers are always your top priority.

A problem solver. You need to be adept at quickly gathering the facts you need from a customer and using your technical skills to rapidly isolate problems and develop a solution. 99% of your role will be problem solving.

Technical understanding. We will teach you all you need to know about Simul8 but a knack for picking up new technology will be a big advantage.

Great communicator. Your technical skills need to be sharp, but your communication skills must be sharper. You must be able to listen and hear what our customers are telling us, and explain complicated technical processes simply and concisely, making users feel valued and understood in every single interaction.

What we offer

We look to our people to form and deliver on our strategy, and you will have a great opportunity to take an active role in setting and working on our company goals and deliverables.

At Simul8 we love what we do and we're serious about simulation - but we don't take ourselves too seriously. We have nurtured a genuine family feel within the Simul8 team and we like to balance our hard work with time to unplug, have fun and make time for ourselves and our loved ones. We do everything we can to make work a pleasure such as providing a budget for your home office set up, a city centre hub for collaborating, regular social events and regular opportunities to develop your career and learn new skills.

Other benefits include

- Competitive salary and bonus scheme
- Real flexible working, providing an autonomous work environment and work/life balance that suits individual needs
- Work up to 60 days abroad per year
- Company pension scheme and life insurance
- Tax-free work from home allowance allowing you to set up your home office as you choose
- 31 days holiday – increasing to 33 days after 3 years of service, plus the option to buy more

Ready to join us?

Please send your CV and Covering Letter detailing your current circumstances and potential starting date to:
Hireme@Simul8.com.

