



Customer Support & Admin Executive

Would you like to work for an innovative, exciting and rapidly growing company, where your career can flourish and aspirations be realised?

We are My Possible Self and we have launched a revolutionary mental health application onto the App Store and Google Play Store. The app is the first of its kind on the UK market, and has research-backed, clinically-proven content to reduce stress, anxiety and mild-to-moderate depression in just eight weeks.

We are looking for an enthusiastic individual to join our team at this very exciting time. This is a fantastic opportunity to join an entrepreneurial business, where each day is not the same. Our culture is collaborative and collegiate where everyone does what is ever required to help the business achieve its objectives. It is therefore imperative that you are flexible, willing to try new things and not be pigeon holed.

The role is varied with differing priorities across the following key areas;

- **Onboarding new corporate client accounts** - after contract signing, you will be responsible for ensuring the client goes live seamlessly and punctually, this would include raising invoices and chasing where applicable, sending out all marketing collateral and all other implementation that may need to be involved such as training etc
- **Account liaison** – you will be the first point of contact for live corporate clients with questions and queries to resolve effectively and efficiently
- **First line support** – dealing with emails from end users relating to simple matters such as subscription issues and account deletion this would include both consumer and corporate customers
- **Admin duties** – supporting different departments with different admin duties, such as quarterly reports, applications, tender documents and general organisation of the business

What you've accomplished

- You have 2+ years of experience in either a customer liaison or onboarding role with impeccable organisation and administrative skills

What you've accomplished

- You are a master of all Microsoft office suites, in particular, Microsoft excel and Microsoft word
- You have 3+ years of experience working within a similar role
- You have a proven ability to collaborate and work well with colleagues across all areas of the business and take guidance from management.
- You are self-motivated, hard working, and work well against deadlines
- You always complete work to meticulous detail
- And last but by no means least you possess a positive outlook and willing to get "stuck in" to any task that is needed to be completed

How to get started:

If you're excited by the idea of a role at My Possible Self, please apply with your CV and a cover letter that best expresses your interest and unique qualifications.