

HANOVER

Join the Hanover CRM Team as a Community Manager

Hanover CRM is looking for a dynamic and creative Community Manager to join our team. You will be the face of Hanover CRM, ensuring our clients have an exceptional experience by providing stellar customer service, proactive outreach, and fostering a positive community atmosphere.

Hanover CRM was built out of Cleversteam, a software development company established in 2010. For over a decade we have built high quality systems that would allow organisations to scale their cultural exchange programs. We've come a long way since the first Hanover CRM solution was built. We now have a team of industry experts, quality assurance analysts, in-house developers and product specialists as we maintain our position as the international exchange industry's go-to CRM.

Who We Are: At Hanover CRM, our goal is to revolutionise the experience of international exchange through technology. Our innovative platform helps international exchange companies streamline their application processing, automate day-to-day tasks, and communicate effectively with their stakeholders.

Why Join Us?

- **Growth Period:** This is an exciting time to join Hanover CRM! We're in a significant growth phase, offering plenty of opportunities for career advancement and professional development.
- **Flexible Hours:** We understand the importance of work-life balance. At Hanover, we believe that you'll do your best work when you're in control of your schedule.
- **Supportive Environment:** You'll be part of a supportive and friendly team that values collaboration, creativity, and continuous learning.

Responsibilities:

- **Customer Service:** Respond to support requests promptly and professionally, offering regular updates and solutions to ensure client satisfaction.
- **Customer Outreach:** Proactively engage with clients through innovative and positive communication strategies, ensuring they feel valued and heard.
- **NPS Management:** Monitor, manage, and improve Net Promoter Score (NPS), using feedback to guide improvements.

- **Website & Knowledge Base Management:** Maintain our website and knowledge base platform, ensuring content is relevant, engaging, informative, and reflective of our brand values.
- **Feature Adoption & Upsell:** Drive customer adoption of Hanover CRM's core functionality, along with retainer services and pay-per-use features, to maximize client success and company growth.

What We're Looking For:

- Bring a mindset focused on growth and learning, always seeking opportunities to improve processes and customer engagement.
- Experience in customer service or community management. Excellent communication and interpersonal skills.
- Familiarity with CRM systems and digital communication tools.
- A creative, problem-solving attitude with a focus on delivering outstanding customer experiences.
- Strong organizational skills and attention to detail.

Perks and Benefits:

- Competitive base salary of £30-35,000, depending on experience
- Opportunities for professional growth and development
- A supportive and inclusive company culture.
- Laptop, wellbeing stipend, and opportunities to travel

This is a remote position, however, please note that occasional travel will be required to attend team meetings and conferences. If you are a proactive individual who thrives in a remote work environment but is also excited about the opportunity to travel and represent our company, we would love to hear from you. Please send your resume and a brief cover letter to aly@hanovercrm.com

Hanover CRM is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.