



About us:

Tally is an exciting FinTech, transforming the way we all view money forever. At Tally we want to give customers a choice. We believe people deserve to use money that holds its value and remains in their control. This is fundamental to an individual's financial wellbeing and more broadly promotes savings and productivity in society.

We have exciting plans for further expansion and growing a world-class winning team. We are looking for positive people with integrity, intelligence, and a strong work ethic. You will have an amazing opportunity to join our exciting, dynamic, and fast-paced culture. We are looking for extraordinary people to help deliver our extraordinary vision.

At Tally we respect each other and are driven by the same core values:

- We are driven by shared inspiration, innovation and advantages that Tally delivers for the general public and their financial ecosystem.
- We share an obsession about our customers and work with a sense of urgency to achieve our ambitious plans.
- We love to collaborate, stretch and support each other and laugh together.
- We set ambitious yet achievable common team goals and use OKRs to measure our progress. We never stop learning and celebrate our successes together.

Role: Customer success team member

We are looking for a high-performing individual to join Team Tally as a Customer Success Team member.

This role is the perfect opportunity to join a fast-growing team reporting to the Customer Success Manager. You will be a key member of Team Tally, helping to ensure our customers have the best experience.

Responsibilities:

Working alongside all departments within Tally, your typical day will involve:

Maintaining a positive, empathetic and professional attitude toward customers at all times.

Responding promptly to customer inquiries.

Communicating effectively with customers through various channels

Acknowledging and resolving customer complaints

Maintaining a positive attitude and calmly respond to customer's complaints

Attracting customers by promoting the product and company positively, answering questions and addressing concerns as they arise.

Resolving issues and troubleshooting technical problems

We are growing rapidly, but remain a small company in which teams are required to contribute to many aspects of their roles and wider business. The rate of change is fast and the role may require other work undertaken and sometimes at a short notice.

The role will involve being flexible to work over the weekend.

The role does require working in the office for a minimum 4 days a week.

What we look for in your professional skills:

You are likely to be recently educated to degree level or equivalent, with excellent communication skills, and possess the ability to 'get things done' in a flexible, dynamic organisation without having to rely on line-authority over other team members.

You are a results-oriented and high-performing individual with the ability to build relationships with people at different levels.

You are autonomous, proactive, and self-motivated and can work independently as well as part of a team, and can demonstrate the following:

- Good organisational skills and ability to work to tight deadlines
- Excellent analytical and time management skills
- Ability to work effectively with a sense of urgency
- Passion for delivering high-quality customer experiences
- Strong verbal and written communication skills
- Experience working in team-oriented and fast-paced environment
- Ability to communicate effectively and efficiently across a multi-disciplinary team
- Excellent stakeholder management skills and feel at home interfacing between technical and non-technical teams
- Good attention to detail with the ability to handle large volumes of information, logically analyse and interpret multiple data sources
- Thoughtful, systematic approach and demonstrable experience in delivering against set goals
- Experience with technology, and are comfortable with working with a number of different tools
- You are a keen researcher with a sharp eye for detail and a pragmatic approach to problem-solving

Prior experience in the financial industry is a bonus but not mandatory so long as you want to develop new skills and knowledge.

What you can expect from us:

- Salary Range: £24,000- £26,000 based on experience, as well as the opportunity for equity in the company
- 25 days annual leave
- A mix of working from home and within a fun and vibrant office environment
- Regular team lunches and socials
- Opportunities for personal growth, professional development and further training
- Competitive workplace Pension Scheme

You will receive comprehensive training to develop your understanding of Tally and your knowledge of our in-house systems.

Here at Tally we passionately believe in what we're doing and the positive difference we can make to people's financial wellbeing and society in general. We encourage any potential applicants to sign up for a Tally Account and experience the many benefits Tally offers so you can fully understand our role in the future of money.

Tally is an Equal Opportunity Employer and does not discriminate on the basis of race, religion or belief, colour, sex or gender identity, sexual orientation, age, disability, national origin, marital status, or any other basis (covered by appropriate law).

If you're interested to find out more, please apply with a copy of your CV and a cover letter outlining your suitability for this role to melissa@tallymoney.com and we'll be in touch!