

SJABLOON – Werken via KdG –

Gelieve dit ingevulde sjabloon te mailen naar: werken-via-kdg@kdg.be

Sollicitaties dienen verstuurd te worden naar de contactgegevens uit de vacature.

Functietitel: Customer Success Manager

Bedrijfsnaam: CloudCrossing BVBA – PDF Butler

Uiterste sollicitatiedatum: 31/10/2019

Categorie:

Juiste categorie aankruisen*

Administratie en secretariaat	
Creatieve en artistieke beroepen	
Financiële en juridische sector	
Gezondheidszorg	
HR management	
ICT en multimedia	x
Transport, logistiek en distributie	
Onderwijs	
Sales, marketing en communicatie	
Sociale en culturele sector	
Techniek, chemie en productie	
Andere	
Jobevents	
Studentenjobs en vrijwilligerswerk	

A Customer Success Manager is responsible for developing customer relationships that promote retention and loyalty. Their job is to work closely with customers to ensure they are satisfied with the services they receive and to improve upon areas of dissatisfaction. Customer Success Managers often provide technical support to customers with the goal to keep customers satisfied with the business's products.

We are looking for a technically savvy Customer Success Manager who possesses a strong drive for results. Duties for the Customer Success Manager will include a broad range of tasks such as maintaining ongoing customer relationships and networking, implementing success programs, contributing to sales, onboarding and training clients, and minimizing churn. You should also be able to provide insights on client-to-business interactions, improve customer experience through product support, and handle customer complaints and requests. Successful candidates must be social, analytical, possess an aptitude for learning and using new software, and be able to communicate clearly and effectively. The ideal Customer Success Manager should engage with customers, maximize value, and create strategies to grow our customer base.

The job will be different and challenging every day. One day you are creating tools to improve our support processes and the other day will be giving training, examining a customer request, going abroad to support a Salesforce.com event, helping a customer in Australia in the morning and one in US in the afternoon,

The candidate must be able to work very independent. We allow that 90% of the work happens from home but this makes that the candidate must really focus on his job and his tasks.

The candidate gets the opportunity to work in a tech startup and really help build a startup to scale-up.

Customer Success Manager Responsibilities:

- Develop and manage client portfolios.
- Sustain business growth and profitability by maximizing value.
- Analyze customer data to improve customer experience.
- Hold product demonstrations for customers.
- Improve onboarding processes.
- Evaluate and improve tutorials and other communication infrastructure.
- Mediate between clients and the organization.
- Handle and resolve customer requests and complaints.
- Minimize customer churn.
- Aid in product design and product development.

Customer Success Manager Requirements:

- Communications or Marketing Degree.
- Highly organized and able to multi-task.
- Self-driven and proactive nature.
- Excellent communication and interpersonal skills.
- Demonstrate leadership qualities.
- High computer literacy and ability to learn new software.
- Knowledge of customer success processes.
- Experience in document creation.
- Patient and active listener.
- Passion for service.