

EMEA Customer Success Manager (0 EUR)



Locatie

Noord-Holland, Amsterdam

<https://www.advertentiax.nl/x-911959-z>



Our client is a high growth information security company, the largest provider of new-school security awareness training and simulated phishing. The company was created to help organizations manage the ongoing problem of social engineering. They were ranked the best place to work in technology nationwide in the USA.

Job Description

As a Customer Success Manager you are contacting our customers during their subscription period to ensure the customer is happy with the product and they are using it effectively. In this position you will manage the onboarding process from beginning to end and manage your customers' expectations every step of the way. Developing a relationship with the customer during this time is very important. When the subscription is coming due you will help them renew their subscription.

In addition, you will answer the customer's questions and assist them with any changes to the original order. Coordination with the sales team and technical support may be needed if upselling is involved or the customer questions are technically complex. Monthly production statistics are tracked as a performance indicator and to earn bonuses.

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Requirements

Excellent time management and organization skills

Superior Customer Service skills

Excellent writing skills required including proper use of grammar and spelling

Ability to build rapport through phone calls and email

Team Oriented

Sales Experience

Experience working in the Channel

Microsoft Excel and Word
Web browser (Chrome, Internet Explorer)
IT experience/exposure is a plus
Salesforce or other CRM experience is preferred

Salary and Benefits

Excellent pay
Uncapped earning potential
Healthcare benefits
Company wide bonuses
Career growth path with room to advance
Relaxed atmosphere
Snacks and