

# Vacature Customer Success Manager, Utrecht



Locatie **Limburg, Heel**  
<https://www.advertentieX.nl/x-958092-z>



The Customer Success Manager (CSM) will be the primary contact for a base of accounts to ensure the service is successfully deployed, then to drive adoption, up-sell/cross-sell accounts, ensure customer retention and to manage/reduce churn.

The Customer Success Manager will work closely with Sales and other teams in providing a high level of service to the customer and to understand their business.

## Overall Responsibilities:

- Manage the deployment of the company's Cloud Collaboration products and services
- Managing base of accounts with focus on these KPIs: Net Retention, Upsell/cross-sell, Churn and Spark Utilization
- Successfully maintain extensive interaction with various members of cross-functional teams to ensure focus and delivery of services and solutions
- Maintain consistent and effective pro-active communication with the assigned account base
- Maintain a high level of knowledge on products and services on offer

## Functie-eisen:

1. Fluency in English required (native speaker preferred).; knowledge of additional language: German, French, Spanish, Arabic would be beneficial.

2. Experience in a customer facing position or recent graduate.

3. Proven ability to manage multiple objectives related to driving customer success.

4. Ability to present and communicate at all levels within the customer's organization.



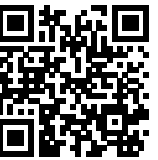
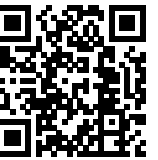





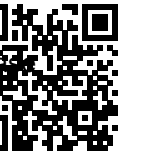
5. Strong aptitude for understanding various use cases and being able to tailor solutions for use.

6. Enterprise voice and video skills

7. Strong ability to work in a team environment

8. Self-starter: must possess the ability to manage day-to-day work with minimal supervision

9. Well organised - must be able to prioritize and execute effectively in a fast paced environment

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