

Customer Success Coordinator - Latam

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Company: Sagan

Location: Bogotá

Category: business-and-financial-operations

Job Position: Customer Success Coordinator - Latam

Location: Remote (CST Timezone)

Working Schedule: Monday - Friday, 08:00 AM to 05:00 PM CST

Job description:

Join Our Team as a Customer Success Coordinator!

Are you passionate about building strong client relationships and ensuring customer satisfaction? Do you thrive in a dynamic, collaborative environment where your ideas are valued? If so, we have an exciting opportunity for you! As a Customer Success Coordinator, you will play a crucial role in our team, serving as the main point of contact for clients and ensuring their success with our products and services. Join us and be part of a team that values innovation, creativity, and excellence!

Key Responsibilities:

Strategic Account Management:

Serve as the main point of contact for clients, understanding their business objectives and aligning them with our digital strategies.

Develop and nurture strong, long-term relationships with clients, becoming a trusted advisor in their digital journey.

Collaborate with clients to identify opportunities for growth and expansion of services.

Customer Service Excellence:

Ensure a premium level of customer satisfaction through proactive communication, anticipating client needs, and providing timely solutions.

Address client concerns with a positive and solution-oriented approach.

Act as a client advocate within the agency, ensuring their voice is heard and needs are met.

Project Management:

Project: Oversee end-to-end project delivery, ensuring projects are completed on time, within scope, and to the client's satisfaction.

Coordinate cross-functional teams, fostering collaboration and efficiency.

Proactively identify potential project risks and implement mitigation strategies.

Digital Marketing Expertise:

Possess a solid understanding of digital marketing strategies and tactics.

Stay abreast of industry trends, tools, and technologies to provide strategic guidance to clients.

Collaborate with our internal digital marketing experts to ensure successful campaign execution.

Qualifications:

Bachelor's degree in Marketing, Business, or a related field preferred.

Proven experience in account management, customer service, and project management, preferably in digital marketing.

Strong communication and interpersonal skills.

Detail-oriented with excellent organizational and time-management abilities.

Familiarity with digital marketing tools, platforms, and analytics.

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