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Customer Success Manager COL&

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Company: Simera

Location: Santander de Quilichao

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Summary:

As a Customer Success Manager in a company within our network, you will be responsible for ensuring our customers' success and satisfaction with our products and services. Your expertise in data-driven strategies, CRM execution, and customer-centric approach will be instrumental in driving customer engagement, retention, and growth.

Key Responsibilities

Lead Customer Success - Oversee the customer success team, ensuring that they are effectively guiding clients using the Whippy platform. Develop and implement strategies for team success and customer satisfaction.

Improve Processes - Design and refine customer success processes and initiatives, ensuring they align with business objectives and client needs.

Recruit & Interview - Take a leading role in recruiting and building out the customer success team in LATAM, focusing on talent that aligns with Whippy's culture and

objectives.

Training and Development Develop and conduct training programs for the team, ensuring they are equipped with the necessary skills and knowledge.

Mentorship Conduct regular one-on-one meetings with team members, providing guidance, support, and performance feedback.

Client Relationship Actively work with high-value and enterprise customers, establishing strong relationships and providing tailored support.

Strategic Upselling Leverage deep understanding of the Whippy platform to identify upselling opportunities and provide strategic advice to clients.

Qualifications

Bachelor's degree in Business, Marketing, or a related field. A Master's degree is a plus.

Superior communication skills, both written and verbal, with 100% fluency in English.

Proven experience (4 years) in a leadership role within a customer success or customer experience team.

At least 2+ years of experience in customer success or a related field, preferably in a SAAS environment.

Demonstrated exceptional leadership and people management skills, capable of inspiring and guiding a team.

Outstanding relationship-building skills, with a talent for creating strong client connections.

Strong analytical abilities, proficient in using tools like Google Sheets, Excel, and data management software.

Proven ability to develop and implement effective customer success strategies and processes.

High level of independence, initiative, and ability to thrive in a fast-paced startup environment.

Self-starter with the ability to work independently and figure things out autonomously.

Very strong history of documentation, both for clients and internal process & training.

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