

Colombia Jobs Expertini®

Customer Success Manager

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Company: Jumio

Location: Colombia

Category: other-general

Role Purpose:

The Customer Success Manager is responsible for supporting and growing Jumio's enterprise customers. The individual will be an experienced, driven, and technical professional looking to join our Customer Success team. This is an essential role ensuring customers are getting the most out of the Jumio solutions - you are a subject matter expert on Jumio's solutions and a primary advocate for the customer voice.

Role Value:

The primary values of this role are focused on creating positive customer outcomes and ensuring high levels of customer satisfaction. You have deep product and industry knowledge and through your strong relationships with customers, you will understand their objectives and drive progress towards them. Your performance has a direct impact on the overall sales team's effectiveness. Ultimately, it's about helping to drive continued growth and success while growing your own career.

Responsibilities:

You should be proactive, high-energy, motivated, an excellent communicator, confident, and detail-oriented. You have a passion for building strong relationships with customers and a commitment to making their experience with Jumio nothing short of excellent. You have a proven track record of positive customer outcomes and know the importance of getting the details right. Example responsibilities include but are not limited to:

Work closely with Account Management to build strong customer relationships and

understand customer's immediate and future needs

Be a trusted voice of the customer and advocate internally on their behalf

Build a deep understanding of Jumio's solutions and provide technical and functional subject matter expertise

Have strong alignment with Account Management, Customer Support, Product, and Engineering teams and understand how and when to leverage them

Help ensure our customers are adopting the Jumio solutions they've purchased and are working towards their desired objectives

Conduct and lead cadenced business reviews - review and celebrate progress, share product roadmap items and align on future objectives, and plan for mitigating or overcoming any challenges

Partner with sales to identify and capitalize on expansion opportunities

Minimize potential churn or other risk by communicating to Jumio leadership and building plan to actively mitigate

Required Experiences and Qualifications:

At least 3 - 5 years' experience in a technical, customer-facing role

Excellent communication and interpersonal skills

Tenacious appetite for building product knowledge

Strong technical communication skills for business audience / able to provide clear technical explanations

Ability to break down and track technical projects

Proactive and can think further than the solution appears to require, ability to identify key areas for improvement in workflows and efficiencies

Ability to multi-task and work in a fast-paced environment

Excellent analytical, quality and conceptual skills

Team player that is able to also individually perform and has a vested interest in continuous personal development

Enjoy working in a multicultural and geographically diverse organization

Comfortable in a rapid growth environment with high degrees of autonomy and ambiguity
- used to navigating the challenges and opportunities in a start-up or scale-up business

Optional Experiences and Qualifications :

Experience in JIRA, Confluence, and Salesforce

Understanding of Postman

Existing knowledge of the ID verification, AML, or KYC market and the competitive landscape

Knowledge of user digital onboarding, payment, and/or risk management systems

Degree education in a relevant field (e.g., Computer Science, Information Systems)

Additional European language (German, French) would be beneficial

Jumio Values:

IDEAL: Integrity, Diversity, Empowerment, Accountability, Leading Innovation

Equal Opportunities

Jumio is a collaboration of people with different ideas, strengths, interests and cultures.

We welcome applications and colleagues from all backgrounds and of all statuses.

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