

Customer Success Manager (Belgium)

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Company: Trendminer

Location: Belgium

Category: office-and-administrative-support

Your challenge

As a Customer Success Manager (CSM), you will be responsible for customer adoption and retention for a specific portfolio of accounts. You will interact and build relationships with customers to ensure they are plugged into all resources TrendMiner has to offer, whether it is training, on-site support services, new release information, user support, all to ensure the customer is successful using the TrendMiner software. The CSM will collaboratively drive change management and adoption activities with key Business Decision Makers, help reduce implementation risk, drive usage, ensure satisfaction and identify opportunities in the accounts. The impact you'll be making: the CSM will enable our customers to realize business value from their investment and make our customers passionate advocates of TrendMiner. Key responsibilities include:

Ensure a professional and smooth integration of the added value of analytics into successful operations at our customers using our own TrendMiner platform

Develop operational plans based on customer goals, company and departmental KPIs like retention and customer value

Manage and achieve these KPIs

Support TrendMiner customers in the use of TrendMiner as their prime analytics toolbox, together with the Data Analytics Engineers in our Customer Success team

Team up with sponsor level at customers to manage progress of the contract manage use,

value and satisfaction ensure smooth contract renewals and upsell

Support the sales process by giving demonstrations of TrendMiner

Collaborate with Research in defining requirements for future features in TrendMiner

Collaborate with Development for product issues and requests

Drive internal improvement projects to continuously optimize our Customer Success approach

Required Qualities

Minimal level of education BSc in a commercial or technical study

Understanding of the use of analytics in general

Understanding of process industry (Chemical, Oil & Gas, Food & Bev, etc.)

Project management experience and a commercial sense

Strong interpersonal skills that establish trusted advisor relationships with clients

Proficient in English, both speaking and writing. Dutch, French or other European languages are a plus

Strong organizational/time management skills and the ability to manage multiple projects simultaneously

Willingness to travel to collaborate with customers

Motivational and inspirational personality

Pro-active and hands-on attitude

What we offer

A competitive market-based salary and benefits

The opportunity to join a visionary technical innovator

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