

Belgium Jobs Expertini®

Customer Success Manager

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Company: Codit

Location: Belgium

Category: office-and-administrative-support

About the Job

As a Customer Success Manager at Codit, you'll serve as the heartbeat of our customer-centric philosophy. Your role encompasses:

Building Customer Relationships: Cultivating enduring, robust relationships with key stakeholders by comprehending their unique needs and aspirations.

Resolving Customer Concerns: As the primary point of contact, swiftly and effectively addressing and resolving customer issues.

Upselling and Cross-Selling: Identifying opportunities for augmenting our service offerings and collaborating with our sales team to secure deals.

Stakeholder Collaboration: Proficiently managing stakeholder relationships both within Codit and with our clients, orchestrating seamless issue resolution.

Continuous Improvement: Embracing feedback as an invaluable asset, whether it pertains to enhancing the customer experience, refining workflows, optimizing procedures, or streamlining meetings.

About You

To excel in this role, you should embody:

Strategic Thinking Skills: Proficiency in providing effective solutions to diverse customer challenges.

Strong Communication: Exceptional communication skills that facilitate meaningful connections with customers and stakeholders.

Customer-Centric Mindset: A results-driven, problem-solving orientation firmly rooted in

achieving customer success.

Dynamic Environment: Demonstrated experience in efficiently handling numerous priorities within a rapidly evolving, high-growth setting.

Language Skills: Fluency in English is mandatory, and proficiency in Dutch and French is a valuable asset.

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