

# Qmarkets is Hiring!

**Position Title:** Customer Success Manager - Connecticut

## About us:

Qmarkets, a leading Innovation & Idea Management Software Company serving the Global Enterprise Market, is looking for a new member to join our amazing global team and work on a product serving over a hundred thousand users worldwide.

## About the position (Description & Responsibilities):

As a leading Innovation & Idea Management Software Company, we are looking for an experienced Customer Success Manager (former experience in Customer success management / Project Management / Consultancy) to join our amazing team and work with the company's global enterprise customer base.

The Customer Success team is responsible for the customer throughout their post-sales lifecycle, starting with ensuring that client onboarding process is efficient and successful, supporting them post launch, and engaging periodically to ensure their innovation program is thriving and monitoring ROI, growth and engagement using our platform.

This position is ideal for candidates who are absolutely Customer Centric with a growth mindset, that wish to influence the way customers/users utilize our products and are comfortable working in a fast-paced and dynamic environment.

The Customer Success Manager is expected to fully partner with the customer, understand their goals, and help drive them to the necessary outcome by cultivating a trusted and sustainable relationship, tracking their activity, managing ongoing feedback, and working internally to advocate for their needs.

## A Customer Success Manager would:

- ) Be the primary contact for Qmarkets customers throughout their post-sales lifecycle.
- ) Demonstrate constant value, share best business practices and insights with customers to ensure adoption and expansion.
- ) Comprehensibly understand the customers' needs, propose alternate options if needed, and support customer in configuring requirements.
- ) Train key users on the platform and ensure they understand the product's full capabilities.
- ) Maintain customer satisfaction through continued communication with key client contacts, monitoring customer system engagement metrics, and seeking customer feedback.
- ) Represent the voice of the customer to provide input into every core product, marketing, and sales process.
- ) Collaborate closely with team members, mainly the assigned commercial manager to support renewals and upsell opportunities.

#### What we are looking for:

- ) 2-4 years in a Customer Success role with SaaS Products for Enterprise organizations.
- ) Proven track record of managing large international B2B customer relationship.

#### Skills and Qualifications:

- ) Lives in Connecticut and authorized to work in US without sponsorship.
- ) Excellent client-facing communication and interpersonal skills with an ability to manage multiple stakeholders, manage customer expectations and meet deadlines.
- ) Tech savvy, excellent analytical skills, and detail oriented.
- ) Pro-active, creative, and flexible approach with a “can do” attitude.
- ) Passionate about working with customers.
- ) Extremely well organized with an ability to manage large amounts of information from various sources, and ability to prioritize and balance portfolio of active customers in different stages of their lifecycle.
- ) A team player.
- ) Ability to travel approximately 10% of the time to client sites.

#### Bonus points for:

- ) Additional languages: German, French, Russian, Spanish.
- ) Consultancy background

#### What we're offering

- ) You will have the opportunity to accelerate our rapidly growing organization.
- ) We're a lean team, so your impact will be felt immediately.
- ) Agile working environment with flexible working hours and location.
- ) Diverse, unique colleagues from every corner of the world.

If you're convinced you are the right fit and you can't wait to join our team, we look forward to hearing from you!

Please send your CV to: [HR@Qmarkets.net](mailto:HR@Qmarkets.net)