

# Qmarkets is Hiring!

**Position Title: Senior Customer Success Manager**

## About us:

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

## About the position (Description & Responsibilities):

The Customer Success Manager is expected to fully partner with the customers, 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, throughout their post-sales lifecycle, 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.

## 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.
- Collaborate closely with team members, mainly the assigned commercial manager to support renewals and upsell opportunities.

## What we are looking for:

- 5-10 years Customer Success or Project manager in a SaaS or software company.
- Proven track record of managing large international B2B customer relationship.
- Fluent in English (both verbal and written).
- 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: French, German, Russian, Spanish.
- Consultancy background.

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