

GoodiePack®

Customer Success - Belgium & the Netherlands

GoodiePack is currently looking for an enthusiastic, passionate and creative Customer Success Manager to join our thriving team in Aalborg. It will be the Customer Success Manager's responsibility to onboard new customers from Belgium and the Netherlands, and promote creative ways to use our platform to existing customers.

This role is a fantastic opportunity for a Graduate or an experienced Customer Success Manager who is looking to join an ambitious team with a mission to enable flexible communication for venues & event organizers.

Your role

- Full customer success management - onboarding new customers, activating existing customers and reducing churn.
- Identify and map key decision makers and GoodiePack Champions to make customers into influencers and ambassadors.
- Manage customers, touchpoints, success plans, support inquiries, and much more. Experience with Totango and Helpscout or similar is a plus.
- Hitting targets and meeting success metrics each month.
- Track and resolve client issues and manage expectations both internally and externally.

Requirements

- Fluent in Dutch is a requirement, and an understanding of other Belgish languages as French and German will be an advantage.
- Excellent verbal and written communication skills in English.
- Danish is not a requirement.
- Previous experience within customer facing roles.
- Creative and problem solving by nature.
- Driven, target oriented, a team player and have a willingness to learn.
- Self-starter and action oriented with a flair for online tools.

- Marketing insight and graphic skills will be extra appreciated.

We offer you

- A key part of an exciting international growth journey.
- Customer contact with exciting and well-known clients. More info at the interview.
- Excellent culture and social working environment.
- Office space at a great central Aalborg location.
- Salary based on experience.

GoodiePack.com is a Scandinavian tech leader that enables flexible communication for venues & event organizers - Embracing organizer creativity, our platform allows the organizer to reach their audience in seconds, and deliver a superior guest experience.

Please send your application, CV and picture to job@goodiepack.com