

PLANET EXPAT IS HIRING A CUSTOMER SUCCESS AGENT FOR PERMANENT UNDEFINED.

Date : 15/01/2018

**Job reference :** 171228-23475408

**Type of contract :** Permanent

**Localisation :** Barcelona 10000, ES

**Contract duration :** Undefined

**Level of studies :** Bachelor's Degree

**Years of experience :** 6 months - 1 year

**Company description :**

Planet Expat provides career-boosting paid internships in some of the most innovative and dynamic Start-ups in Latin America, Europe and the USA. We connect students with promising start-ups abroad through a program that allows them to gain valuable professional experience in international environments while being key contributors to innovative projects.

We are a world-class internet startup builder based in Barcelona. By being great at software, marketing and business development, we not only conceive and develop but also execute and bring projects to life.

**Job description :**

Customer Support: Problem and doubt solving by phone, chat and email

Customer Success: Communication to secure customers to the company and to preview possible issues

Product presentation and personalized solutions for each client

Use of the CRM to update the pipeline and its opportunities daily

Business Development: Detect business opportunities and share user feedback with our UX and Marketing teams

Maintain a metric panel to evaluate and facilitate decision making

**Required profile :**

Profile:

Experience in a similar Customer Support or Customer Success position directed to a B2B audience

Excellent communication and problem solving skills

Proactivity, flexibility and curiosity to grow and develop within a startup

Commercial and negotiation skills

Experience using CRM systems (defining metrics, creating dashboards, forecasting and analyzing trends)

A plus:

Accounting or administrative knowledge

Experience in B2B Software

Experience with Salesforce, ideally in the implementation phase

French language skills

**To apply:** <https://apply.multiposting.fr/jobs/6525/23475408>