BeCandid

Customer Success Manager
<u>BibBop Lab</u>

📍 **Location**: France, 100% remote
📅 **Start Date**: As soon as possible (or after your last cup of coffee ☕)
💰 **Salary**: Let's check if we're aligned! ➡️ SalaryChecker

Your Mission:

As a Customer Success Manager, you'll be the maestro of the customer experience. In practice, this means:

- Guiding our customers to make the most of our solution.
- Turning their feedback into improvement plans (and pretending to enjoy meetings to discuss them).
- Keeping an eye on KPIs… and another on customer satisfaction (peripheral vision training included 👀).
- Playing the role of a customer retention superhero, anticipating needs better than a mind reader.

Your Profile:

- You love solving problems and explaining complex things in simple words.
- Active listening is your superpower (along with replying to emails without typos).
- You're tech-savvy and enjoy tinkering with tools to unlock their full potential.
- You're comfortable in French and English, as our clients come from various countries.

Why Join Us?

- A fast-growing company where you won't just be a number.
- Real impact on customer experience and product direction.

➡️ **Check your salary alignment here:** SalaryChecker