Kaamfu

https://kaamfu.ai/careers/openings/customer-success-specialist/

Customer Success Specialist

Hiring organization
Kaamfu

Employment Type
Full-time

Job Location
Remote work from: India

Date posted
October 15, 2024

Description

As a Customer Success Specialist at Prospus Consulting Pvt. Ltd., you will play a critical role in ensuring our customers have a seamless onboarding experience and feel confident using our SaaS products. You will be responsible for providing continuous support, guiding customers through the onboarding process, addressing their questions, and ensuring they maximize the value of our solutions. You'll work closely with internal teams to relay customer feedback and improve product offerings. This position requires excellent communication, project management skills, and a passion for customer success in the SaaS domain.

Responsibilities

- Customer Onboarding: Lead and manage the customer onboarding process, ensuring a smooth and positive experience from day one.
- Customer Training & Support: Educate customers on product functionality, usage, and best practices to help them achieve their goals.
- Customer Retention & Engagement: Maintain strong customer relationships by proactively addressing their needs and challenges, ensuring continued satisfaction and product usage.
- Problem Resolution: Analyze customer issues and work collaboratively with technical teams to resolve them effectively.
- Feedback & Product Improvement: Gather and relay customer feedback to internal teams, contributing to product improvement efforts.
- Data Analysis & Reporting: Track customer engagement metrics, usage patterns, and report on customer success initiatives.

Qualifications

- 3-6 years of experience in a Customer Success or similar role, ideally in a SaaS environment.
- Education: Bachelor's degree in Business, Marketing, Communications, or a related field.
- Experience in SaaS domain: Must have experience in SaaS product customer success, including onboarding, training, and relationship management.
- Technical Knowledge: A good understanding of software applications and customer success strategies in the SaaS ecosystem.

Application Instructions

To apply for this position, please complete the mandatory application form linked below. Only applications that include submission of this form will be considered. We appreciate your understanding and look forward to reviewing your application!

Submit Your Application Here