



is looking for a **Customer Success Manager**

About Verbolia

Founded in 2018, **Verbolia** is disrupting the way to approach search marketing with a super innovative SaaS technology. We are growing very rapidly and we won several awards like the IAB MIXX Award for the “Best MarkAd-Tech Tools” and the Digital Wallonia Startup of the year award.

It is truly important to us that each team member is happy in the team, with interesting challenges, a good understanding of his/her contribution to the company, a nice environment, a super flexible home working policy,...

When recruiting a new team member, we'll always focus primarily on:

- Company culture fit: be trustworthy, friendly, willing to help
- Adaptability: be ready to evolve along with the company
- Solution-oriented: never come with a problem, always come with a solution to a problem

About the job

Verbolia is looking for a Customer Success Manager to help our customers increase their SEO and SEA traffic. As an early hire on the Customer Success team, you will help build the foundations of Customer Success at **Verbolia**. We are seeking Customer Success “athletes” who are comfortable managing a range of customers from various industries and geographies. You are someone who is energized by engaging with customers, building relationships and delivering results. This role will be a great fit for you if you are passionate about search marketing, data driven, and are naturally collaborative.

You will

- Serve as the main point of contact and liaison between existing clients and the rest of the Verbolia team
- Analyze current product usage and other success indicators, and identify specific improvement opportunities for each customer
- Do one-on-one demos to educate customers on the features of our product
- Stay in touch with clients to ensure that they're realizing the full potential of Verbolia
- Build, own, and execute client success and engagement plans
- Navigate client organizations to uncover additional product applications & opportunities for partnership
- Spearhead internal cross-functional improvement projects
- Represent voice of the customer and influence product development roadmap
- Work with our product team on upsell, cross-sell, and expansion opportunities

Skills and experience

- 3+ years of experience in a similar role
- Project management and organization skills
- Data-driven and analytical mindset
- Strong customer-facing and presentation skills
- Ability to take initiative and adapt
- Fluent English speaking, any other languages are assets

Get in touch

Contact us on jobs@verbolia.com