

**Role: Account Manager/Customer Success Manager**

**What does this role mean:** Don't sweat over the title. We just want you to be our customer experience ninja. Someone who can build robust, long term relations and deliver a wow experience to customers.

**You will be entrusted with:**

- Overseeing the entire journey of customers and maintaining relationships across multiple customers.
- Defining the customer experience that the company will deliver to its customer and educating delivery teams in achieving that.
- Managing your relationship with Delivery Manager or Scrum Master of the project in making sure delivery happens as per the expected schedule of the customer.
- Meeting customer regularly (bi-weekly or monthly) to do retrospectives with them on various threads and pro-actively seek areas of improvement from them.
- Implementing solutions to problems identified in retrospectives with delivery teams.
- Managing all customer escalations and solving it with the help of the delivery team.
- Preparing and presenting quarterly report to the customer on business value delivered by the company to them in previous quarter.
- Taking Sprint feedback from customer on their experience and seeking to achieve 4.5/5.
- Understanding the industry of the client and new innovations in the industry and educating customers on that.
- Understanding the complete IT/Product/Innovation landscape of existing customers and finding ways to grow our presence within the account.
- Understanding the jobs to be done for the customer and their biggest pain points in their journey and exploring how we could help solve some of those pain points.
- Finding new opportunities within the existing account and liaising with sales team to close the new projects.
- Keeping yourself updated on customer budgets and new initiatives they would like to work on.
- Defining account revenue targets with Co-Founders and making a strategy to fulfil the target.
- Making sure contracts and invoices are managed properly along with the admin team.
- Creating and documenting a complete account management process for the company - in terms of managing relationship with delivery, managing relationship with the customer, finding new opportunities, managing contracts and invoicing with admin.
- Training interns in Account Management and grooming them to take over few accounts in future.

**And You.....**

- Are driven by relationships – you get a kick out of understanding customer needs, their pain points and finding solutions for them.
- Have a strong commercial background with passion in maximizing returns from all customer relationships.

- Have demonstrated for 2 or more years your ability to be totally responsible for account management and customer success.
- Are familiar with ways to understand customer problems and mapping it to the right products or services.
- Understand the concept of business value selling and can showcase business value delivered in terms of numbers.
- Are looking at the numbers proactively - Tracking, forecasting and reporting comes naturally to you.
- Can think on your feet and come up with commercial ideas and solutions while keeping a cool head.
- Have proven to reach to a level of trusted advisors with the customers you have worked in the past.
- Are fluent in English and German and can communicate effectively – both verbally and in writing.
- Like change – working in multiple locations, across many sectors and companies.
- Open to travel – some of our customers are in Berlin, some are in other parts of Germany and some across the globe.
- Understand products and product strategy, and can speak the lingo – you won't be fazed by sitting down with top execs from high profile, multinational companies.

**Would be awesome if you:**

- Have experience of working in a start up environment. We are an entrepreneurial company with a positive team vibe.
- Are flexible but focused. All our teams have their own main goals but they are part of our overall company goal, and when we need to be flexible, we all pull together to achieve that.
- Have experience with Slack, Hubspot and JIRA
- Have knowledge of Lean Startup, Design Sprint and Design Thinking, and Agile.

**Salary :**

€30-50k + Sales percentage

**How do you apply:**

Tell us why you're perfect for this job by sending a cover letter and CV to [berlin@theleanapps.com](mailto:berlin@theleanapps.com). We also prefer 1-2 min video introduction. Also mention why do you think that you will be a good fit to our company values?

**APPLY NOW**