



Customer Success Manager (f/m/d)

We are currently recruiting a Customer Success Manager for our Operations Team at IDnow France.

The CSM Team is at the heart of the relationship with our customers and prospects. Joining the team is an opportunity to build a relationship of trust with them.

Main Role and Tasks

As a Customer Success Manager, you will be responsible for:

- Support our prospects and customers in the use of our solutions in order to best meet their expectations (in a variety of contexts and challenges)
- Provide technical support for the integration of our products
- Act as the main contact with our customers for regular follow-up
- Ensure customer loyalty and identify potential for additional sales by interacting with the Account Managers
- Capitalising on best practice and the most appropriate advice
- Listening to customer requests in order to offer product developments in conjunction with the Product Owners/Managers

We Offer

- Up to 2-days of remote working per week
- Flexible working hours with a core hours system
- 20 additional days of workation: Work remotely from anywhere in France
- 12 additional days off
- Access to an e-learning platform
- Health insurance
- 50% reimbursement of public transportation subscription
- Bonus for green mobility
- Lunch allowance of 8€ per day, reimbursed 60%

That Describes You

- You have a 5-year higher education qualification.
- You have successful experience either as an engineer/developer on IT development-related subjects, or as a CSM or similar position in a technical environment.
- You are keen to apply your knowledge of IT engineering and move into new, more customer-focused roles.
- You have good interpersonal skills, a sense of service and a desire to interact with the company's various teams (sales, product, technical).
- A good teacher, organised and rigorous, with an ability to summarise.
- You have a very good level of English (spoken & written) and French
- Our team is made up of people with a wide range of backgrounds, and our day-to-day approach is based on caring and mutual support.

- The opportunity to participate in the development of innovative products that impact the public across Europe

IDnow applies the principles of non-discrimination and equality: We strive to establish, maintain, and promote an open and inclusive recruitment process and working environment by respecting the principles of equal opportunities. Including but not limited to: sex, race or ethnic origin, religion or convictions, gender identity, citizenship, marital status, disability, age, or sexual orientation.

Challenge accepted?

Then I'm looking forward to hearing from you!

Apply Now!

Contact

Ms Hélène Sourimant

Tel.: [0744726575](tel:0744726575)

E-Mail: helene.sourimant@idnow.io

IDnow GmbH

Auenstraße 100, 80469 München, Deutschland

<https://www.idnow.io/>