

Job Title:	Client Success Executive	Job Category:	Support
Department/Group:	Client Success		
Location:	Bhubaneswar, Odisha	Travel Required:	No
Level/Salary Range:	2,40,000-3,00,000 / Year	Position Type:	Full-time
HR Contact:	+91-9668212743	Date posted:	1 st July 2021
Will Train Applicant(s):	Yes	Posting Expires:	31 st Aug 2021

Applications Accepted By:

E-mail:-
hr@bookingjini.com

Job Description

Role and Responsibilities:

- 1) Operate as the lead point of contact for all matters specific to our customers
- 2) Support and Coordinate with the tech team to ensure seamless delivery to clients
- 3) Own the product knowledge base
- 4) Maintain healthy customer engagement levels by identifying low utilization and providing solutions to further drive customer success
- 5) Develop a trusted advisor relationship with key customer stakeholders
- 6) Address Customer concerns and provide solutions to ensure satisfaction
- 7) Be the product champion, interpret customer insights to drive change in product and act as a voice of the customer to the product team
- 8) Manage the Customer Success strategy for tracking and reporting on client health and reducing customer churn
- 9) Create and perform Monthly / Quarterly Business Reviews for ensuring customer retention and expansion
- 10) Effectively delivering results to key stakeholders
- 11) Raise open issues with cross
- 12) Functional teams and take ownership of resolving the issues in a timely manner
- 13) Constantly work towards providing innovative strategies for delivering customer

delight

- 14) Engage with team to understand the nuances of their work processes and the resulting needs and pain points
- 15) Provide the best training experience we possibly can to our team.

Key Result Areas

- 1) Should be passionate about engaging customers and expanding their use cases through our product
- 2) Passionate and pro-active: a driven, self-starter who can work independently and as part of a team
- 3) Take initiative and ownership and need little supervision
- 4) Have strong problem-solving skills and are great at finding creative solutions and work arounds when needed
- 5) Have a good data analysis and data-driven decision -making skills
- 6) Strong project management skills
- 7) Are an excellent communicator
- 8) Have high proficiency in Microsoft Office (Excel, Word, Power point) and keynote.

