

Trilingual Customer Success Manager New Products

Description

About the Company At treble.ai, we are developing software to help companies create effective sales and marketing campaigns using WhatsApp. Currently, we are profitable and have a small but growing marketing team. We have hundreds of customers and our product is used to send over 10 million marketing campaigns per month. We've raised USD \$17M+, including a Series A in 2022 led by Tiger Global Management and Maya Capital. We're proud to build great products in LATAM, from LATAM.

About The Role As a Customer Success Manager, you will be responsible for managing a portfolio of clients in the post-implementation stage. Your main role will be to ensure the product delivers on and exceeds the value propositions that we promised at the point of sale. We believe that strong relationships with customers are rooted in a deep understanding of their pains and the potential that our product and team have to solve them. Important: To be considered for this role, you must be fluent in Portuguese, English, and Spanish, and live in Brazil, Mexico or Colombia.

nWhat You'll Do Become an expert on the treble.ai platform and WhatsApp as a growth channel Use creative problem solving to help customers reach their business goals and maximize the value of the product Seek growth opportunities and manage up-sells, renegotiations, contract upgrades, cross-sells, and renewals; mitigate churn in your portfolio. Stay close to an array of real-time and long-term metrics that are related to customer happiness Proactively capture prospect and customer feedback to drive product and platform roadmap development Share inspirational use cases and customer stories to help your portfolio reimagine how they use WhatsApp Manage three kinds of meetings with customers: One-on-One Meetings: Building Relationships and Showcasing Expertise. Pipeline Meetings: Analyzing Strategies and Revenue Operations. Board Meetings: Strategic Discussions and Future Planning.

You'll Have 2+ years as a customer success manager for a SaaS product. Experience at an early stage startup (MUST) Have a history of achievement in past roles, at school, and in your personal pursuits. Have exceptional communication skills, both written and verbal, and an ability to make your audience feel valued. Are, by nature, focused on continuous improvement and always open to feedback. Are comfortable working independently, but know when to escalate and collaborate. Have the desire and commitment to help us achieve our company goals and vision for the future. Value diversity, inclusion, belonging, and respect – with colleagues and customers alike. Bring your creative mind to the table and always think outside-the-box. Know that sometimes the best way to learn something is to just pick up the phone and call.

Bonus Points For Experience with WhatsApp API and marketing automation Familiarity with sales tools and CRM systems to manage sales activities and pipelines Proven success in expanding business in new territories and markets Proficiency in Spanish nPlease mention the word **BETTER** and tag `RMjE2LjI0NS4yMjEuOTE=` when applying to show you read the job post completely (`#RMjE2LjI0NS4yMjEuOTE=`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com

Hiring organization

treble.ai

Job Location

Mexico City

Base Salary

\$ 55000 - \$ 100000

Date posted

April 26, 2024

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