



The Studio is a Belgian start-up which was launched as a subsidiary of Belfius Bank in 2016.

At The Studio, we are dedicated to creating digital solutions that encourage citizens to support their local economies and reward them for sustainable behavior. In this regard, The Studio has already launched three successful initiatives: Buck-E, a mobility solution which incentivizes children to go to school by bicycle or on foot. MyWaste, a product that was built in close collaboration with partners in the waste industry, which provides real-time information and rewards citizens when they produce less waste than the average households. And finally, Cirklo, a digital platform made available by the local municipalities in order to allow citizens to buy and spend local gift vouchers.

The Studio is working together with an evergrowing number of municipalities in Flanders, Brussels and Wallonia. As satisfied customers and end-users are at the heart of everything we do, we are currently looking to expand our team with a motivated and hands-on Customer Success Manager with a focus on the French-speaking market.

Responsibilities

As our new Customer Success Manager, you will serve as a trusted advisor and primary point of contact towards our customers. You will guide our customers throughout the entire customer lifecycle from the onboarding of new customers, to the implementation of new features or product upgrades as well as post go-live support. Our Customer Success Manager will not only play a pivotal role in enabling our customers to get the most out of our product portfolio but also provide valuable input to our product and development team with regards to our customers' needs. More specifically, the Customer Success Manager will:

- Help and guide new and existing customers in understanding how to get the most out of our solutions.
- Maintain a revenue base by managing account retention and renewal.
- Drive upgrade revenue from new product feature adoption and expanded usage.
- Optimise the customer's experience and build long term client relationships.
- Be responsible for the lead transition from sales to implementation and providing support and guidance to customers as they deploy our solution.
- Understand the goals & objectives of new customers and translate those needs appropriately through the implementation and onboarding process.
- Gather and help define the customer requirements for the implementation of our solution.
- Collaborate with the development team to set up or configure our application as per customers' requirements and troubleshoot technical issues raised by customers.
- Promote a customer first environment at all times.

- Collaborate effectively with the sales and development teams to provide timely product feedback and to serve as the customer advocate to resolve any issues.
- Develop and document best practices for support process and product improvements.
- Track and hit key implementation milestones.
- Work as part of the team to develop strategies for scale and growth.

Profile

- You are a native French speaker with professional proficiency in Dutch (oral and written) and very good English.
- You have obtained a Bachelor/ Master degree and have a minimum of 2-years of work experience
- You have a previous experience in a client facing position: sales, consultancy, project management.
- You adopt a client centric approach and excel in listening and translating client needs into actionable user stories.
- You have excellent time management and organizational skills which allow you to meet deadlines and structure and optimize operational efficiency.
- You have an entrepreneurial mindset, are proactive and are willing to go above and beyond to get things done and go the extra mile when needed.
- Familiar with Scrum/Agile methodologies for product development is a plus
- You are a team player who likes to communicate, listen and work in cross-functional teams (UX/UI, development team...)
- You have a valid driving license and are willing to visit clients throughout Belgium.

Our Offer

We offer the possibility to work for fast-growing organization which supports local authorities in promoting sustainability.

In addition to integrating a closely-knit team, the successful applicant will take on a versatile position in which she/he will be able to demonstrate ownership.

We offer an attractive salary package with fringe benefits such as a company car, hospitalization insurance, group insurance, meal vouchers, etc.

Interested?

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