

Our company :

Dial-Once only works with companies that have large volume of inbound/outbound calls and that needs to be digitized. Our customers are focused on addressing three main problems :

- They are worried the impact standard customer care has on their brand and their future revenues as they realise nobody likes to experience the dreaded "Press 1, press 2, etc..".
- They are conscious that not only they need to bring their customers into a digital, self-served mechanism without disrupting their customer's habits but also have to acquire data to optimise their customer journey.
- They are aware of the disconnect between the cost of a call and the value it brings to them, they are focused on implementing cost saving solutions.

A funded start-up operating notably across in France, and currently expanding its activities, Dial-Once works with large multinational organisations in telecoms, insurances, logistics, energy and other sectors.

Your mission :

Real Customer Success comes from the heart. You have the best customer management and business consultancy skills around. You're passionate about engaging your customers and expanding their use cases. You have impeccable relational skills and can create win/win environments for all parties that you work with. If this is you, there are a lot of people who are adopting our product and we would love your help in taking care of our customers!

- Handle onboarding of new customers
- Understand our customers unique needs and how they utilize our technologie
- Create project specifications : From customer request, in collaboration with sales and product departments.
- Qualify clients demands : Feature requests, bugs, Support
- Project management : Manage internal / external resources to set up the project from the specifications to Tests and validation by the client
- Keep track of new product developments and strategically inform clients about them
- Work with clients to establish critical goals, or other key performance indicators and aid the customer in achieving their goals.

Qualification & Requirements :

- Education : Minimum Bachelor Degree
- Experience : Minimum 2 years experience in Customer Success or equivalent history of increasing customer satisfaction, adoption, and retention.
- Familiarity working with clients of big sizes .
- Tools : Good knowledge of Office suite / Google apps suite.
- Languages : French, Fluent english (written and oral) is mandatory
- Skills : collabotative work with multiple departments (sales, product, marketing), communication skills, analytical skills, problem solving, autonomy

More Details :

- Position Type : Full-Time
- Salary : to be discussed depending on experience
- Location : We are located in St Cloud. Office based work possible. Travels

If you are interested, send your resume or LinkedIn profile to jobs@dial-once.com.

Job description

Votre mission:

Le succès de vos clients est au coeur de vos préoccupations Vous avez les meilleures compétences de gestion de la relation client clientèle et de conseil. Vous avez des compétences relationnelles impeccables pour créer des situations gagnant / gagnant. Si cela vous correspond, il ya beaucoup de gens qui adoptent notre produit et nous aimerions votre aide pour prendre soin de nos clients!

Accompagner nos nouveaux clients

Comprendre les besoins de nos clients et comment ils peuvent utiliser notre technologie

Chef de projet : De la demande du client jusqu'à la livraison, (en collaboration avec les départements ventes et produits.)

Qualifier la demandes des clients: fonctionnalités, bugs, conseil

Gérer les ressources internes / externes pour mettre en place le projet du client

Suivre le lancement de nouveaux produits et informer les clients existants

Travailler avec les clients pour établir des objectifs critiques, ou d'autres indicateurs clés de performance et aider le client à atteindre leurs objectifs.

Les exigences de qualification :

Education: Master (Bac+5)

Expérience: Minimum 2 ans d'expérience dans dans la réussite de la clientèle

Être habitué à travailler avec des clients de grandes tailles.

Outils: Bonne connaissance Google Apps Suite.

Langues: Français, Anglais courant (écrit et oral) est obligatoire

Compétences: travail collaboratif avec plusieurs départements (ventes, produits, marketing), les compétences de communication, les compétences analytiques, la résolution de problèmes, l'autonomie

Salaire: en fonction de l'expérience

Si vous êtes intéressé, envoyez votre curriculum vitae ou profil LinkedIn pour jobs@dial-once.com.