

Head of Customer Success – French/Italy/Spain Markets

We are looking for a **Head of Customer Success for our French/Italy/Spain Markets** to further strengthen our **Customer Success team** and contribute to the success of our company.

The **Head of Customer Success will be leading a team of expert Customer Success Managers and manage a curated portfolio of strategic clients. He/she will define the market strategy and approach and leading our clients to success.** This includes orchestrating a flawless project launch, communicating the Talkwalker value proposition, identifying new opportunities with the client's organization, and ensuring client's success and satisfaction. Additionally, the Head of Customer Success will continuously expand the client's use of our services and its sophistication and hence contribute to the success of our client.

As a pillar of the Customer Success team, you will:

- Deliver on team targets and on individual targets, working towards KPIs
- Support team members in the set-up and execution of their account plans on their key accounts
- Identify and prioritize opportunities, up-sell and expand portfolio of accounts by proactively monitoring your client's evolving business models, reviewing client's needs and offering adapted solutions, hold regular QBRs
- Organise adequate trainings and set soft targets for team members
- Ensure adequate distribution of client portfolios across team members
- Provide support to Sales, Product and Partner department and Marketing as required
- Contribute to CSM operating processes and methodologies
- Develop business objectives and action plans in cooperation with your clients, then execute them
- Liaise with own clients on the initial on-boarding and use of the Talkwalker to successfully leverage social data in their overall business
- Nurture the relationship with your clients in order to surpass their expectations and establish long term relationships
- Network and attend relevant conferences and trade shows

We are looking for you:

- You have at least 5 years of experience in the media monitoring industry, in a communication/PR agency, or a marketing/communications technology company
- Proven success in leading and developing teams
- You have gained experience in a business development, sales or customer success role
- You have excellent written and verbal communication skills, presenting to large and small audiences
- You have a university degree or an equivalent qualification
- You are fluent in English and French, Italian and Spanish a plus
- You have a "can do" mentality
- Willingness to travel
- You know how to demonstrate ability to coach and develop team members, identify their strengths and put them to good use



About us:

Talkwalker is a listening and analytics company that empowers over 1,000 brands and agencies to optimize the impact of their communication efforts. The company provides businesses with an easy-to-use platform to protect, measure and promote their brands worldwide, across all communication channels. Talkwalker's state-of-the-art social media analytics platform monitors and analyzes online conversations on social networks, news websites, blogs and forums in 187 languages. The company is headquartered in Luxembourg and has offices in New York City, San Francisco, and Frankfurt. For more information, please visit www.talkwalker.com.

Job link: <https://www.talkwalker.com/careers/1f206a4d-b733-423e-9954-809f18b253cc>