

Senior Customer Success Manager – German Market

We are looking for a **Senior Customer Success Manager** to further strengthen our **Customer Success German market team** and contribute to the success of our company.

The **Senior Customer Success Manager** is responsible for onboarding new clients successfully, maintaining relationships with existing clients and selling additional services and products. This includes implementing the technical requirements, orchestrating a flawless project launch, communicating the Talkwalker value proposition, identifying new opportunities with the clients organization, and ensuring client`s success and satisfaction in assigned accounts. Additionally, the Senior Customer Success Manager will continuously expand the client`s use of our services and its sophistication and hence contribute to the success of our client.

As a key member of the Customer Success team, you will:

- Develop business objectives and action plans in cooperation with your clients, then execute them
- Liaise with your clients on the initial on-boarding and use of the Talkwalker to successfully leverage social data in their overall business
- Up-sell and expand portfolio of accounts by proactively monitoring your client`s evolving business models, reviewing client`s needs and offering adapted solutions
- Nurture the relationship with your clients in order to surpass their expectations and establish long term relationships
- Network and attend relevant conferences and tradeshowes
- Participate in our overall service and sales strategy

We are looking for you:

- French language is considered as a plus due to the Swiss clients
- You have 4+ years of experience in the media monitoring industry, in a communication/PR agency, or a marketing/communications technology company
- 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 German
- You have a "can do" mentality
- Willingness to travel

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/cc8410c1-ceee-44dd-b188-bb5fc1eef2f8>