

Engagement Response Specialist

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Company: SnaPhunt

Location: Zambia

Category: other-general

The Offer

Work alongside & learn from best in class Entrepreneurs

A role that offers a breadth of learning opportunities

High growth Start-up

The Job

You will be responsible for :

Building strong client relationships by providing customers with ongoing support and regular sharing of best practices, insights, and product knowledge.

Partnering with the sales team to ensure that new customers are onboarded successfully.

Identifying opportunities across the customer lifecycle to increase customer satisfaction and revenue.

Ensuring a high level of customer renewals.

Building strong product expertise and providing training & ongoing support as required.

Providing feedback and advocacy on customer pain-points to internal teams.

The Profile

You have at least 5 years experience within a B2B Account Management or Customer Success role, ideally within the Consulting, IT Services and Software / SaaS industry.

You possess excellent interpersonal as well as written and verbal communication skills.

You are a strong networker & relationship builder

You pay strong attention to detail and deliver work that is of a high standard

You are adaptable and thrive in changing environments

The Employer

Our client didn't have the most traditional beginning. Our client started out as 2 separate firms, both with a passion for helping IT Consulting companies grow.

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