

Being a Customer Success Manager at Silverfin means helping clients to reach their goals by adopting our technology.

Your aim is to optimise the customer experience and create long term client relationships. How? By proactively managing the entire customer lifecycle: from on-boarding to the adoption phase, and to renewal. You do? That's really all that matters to us.

We have a great product. We have nice customers. But we have a lot of them, and inevitably they need guidance to implement our software, or sometimes they get stuck when using it. That's where you come in!

Your role

- Be an excellent Account Manager by building a long-term relationship with every client, do regular follow-up calls and make sure our clients can be successful.
- Work closely with developers and technical support team to find the best solution for the customer's issues
- Guarantee smooth on-boarding: Assist and guide clients to successfully implement our software by giving workshops, training and freshen-up courses.
- Relate proactively with clients to grow the usage of the platform.
- Serve as a brand enthusiast for Silverfin products and solutions.

What does the ideal candidate look like?

- With the right drive and attitude, experience becomes a plus, an accountancy/finance/banking background (education/experience/evening course) however is necessary. You don't have to be an accountancy expert, good basic knowledge works for us.
- Your clients will mainly be dutch-speaking and our company is growing internationally: so a good knowledge of Dutch and English is required.
- Your team takes great importance in teamspirit: you work together to solve problems and go the extra mile for every customer. Our clients are looking for a clear communicator that speaks the same language and an excellent listener that offers them a positive environment where they feel comfortable expressing their concern.
- As a critical thinker and problem-solver you will always try and achieve the best outcomes and new ways to improve the customer experience, advising clients on the best solutions to meet their goals and how industry changes could affect their business.

What we offer

- A competitive salary with extra benefits
- The opportunity to work for an exciting scale-up company with a large international customer base

- A stimulating working environment with passionate colleague
- Endless supply of excellent coffee, fresh fruit and... cocktails on Friday
- Regular and fun team activities

Apply here: <https://www.silverfin.com/en/careers/junior-customer-success-manager>